

# Correcting Overseas Housing Allowance (OHA)

## Overview

<b>Introduction</b>	This guide provides the procedures for a SPO to correct and approve an OHA transaction in Direct Access (DA).
<b>References</b>	(a) <a href="#">Coast Guard Pay Manual, COMDTINST M7220.29</a> (b) <a href="#">Joint Travel Regulations (JTR), Chapters 8-10</a> (c) <a href="#">Overseas Housing Allowance (OHA) Briefing Sheet, PDTATAC</a> (d) <a href="#">OHA Tables, Joint Travel Regulations (JTR), Appendix K</a> (e) <a href="#">CG Portal: Overseas Housing Allowance Knowledge Base</a>
<b>Important Information</b>	<p><b>If an OHA transaction is denied for any reason, it is IMPORTANT to remember that the most recent <u>approved</u> OHA transaction will continue to run, and therefore continue to pay/not pay the member.</b></p> <p>The only way to stop/start an OHA entitlement is to ensure a new row is approved. The new row may be an Active row updating the OHA entitlement or an Inactive row, stopping the OHA entitlement.</p>
<b>In-Range vs. Out-of-Range</b>	<p>If the correction is In-Range (the entire affected period is within 24 pay periods or 1 year): follow the steps in this guide and all corrections should be processed automatically without manual intervention by PPC.</p> <p>If the correction is Out-of-Range (any part of the affected period is older than 24 pay periods or 1 year): follow the steps in this guide. Once all corrections/changes have been approved, all the corrections/changes <b>MUST</b> be reported to PPC Customer Care to be processed manually.</p> <p>For guidance on how to take and attach screenshots (required) when submitting a Customer Care ticket, see the <a href="#">Submitting Trouble Tickets with Supporting Images</a> user guide.</p>
<b>Fixed Exchange Rate</b>	If the Fixed Exchange Rate is displaying an incorrect rate (does not match the exchange rate listed in reference (d)), uncheck the Fixed Exchange Rate box and click Save. Re-check the Fixed Exchange Rate box and click Save again. This should populate the correct exchange rate per reference (d).

## Contents

Topic	See Page
<a href="#">Correcting OHA (Editing a Single Row)</a>	3
<a href="#">Correcting OHA (Inserting a Row)</a>	12
<a href="#">Correcting OHA (Deleting a Row)</a>	29
<a href="#">Approving an OHA Correction</a>	44

*Continued on next page*

## Overview, Continued

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### **Auditing Standards**

[Email ALSPO B/19](#) implemented a standard business process for submitting and validating pay transactions entered by Servicing Personnel Offices (SPOs). See the following user guides for navigating, identifying, and researching pay transactions:

- [Pay Calculation Results](#)
  - [One Time Positive Input \(OTPI\)](#)
  - [Element Assignment by Payee \(EABP\)](#)
-

## Correcting OHA (Editing a Single Row)

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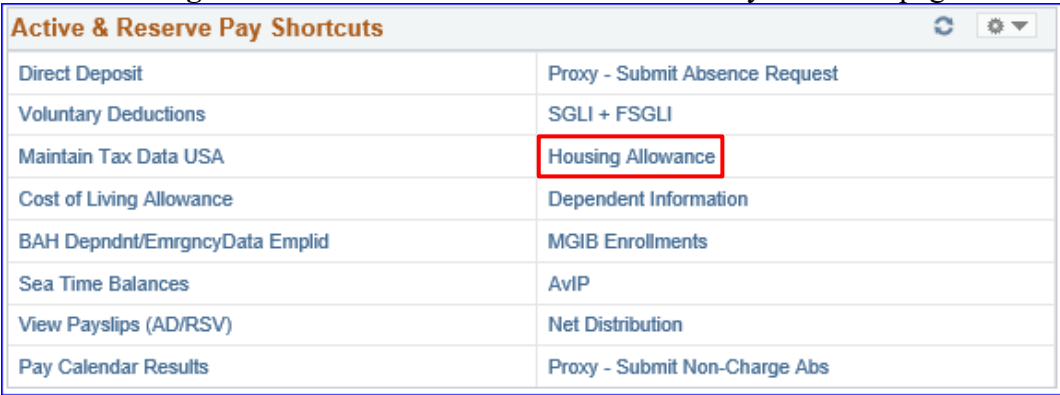
<b>Introduction</b>	This section provides the procedures for a SPO to correct a member's Overseas Housing Allowance (OHA) by editing the OHA row in Direct Access (DA).
<b>Corrections and Timing</b>	<p>While some OHA fields are editable and allow corrective action, if any dates require correction, the incorrect row must be deleted. The deletion must be approved immediately and a new OHA row entered with the correct dates and entitlements. The new row needs to be approved immediately as well.</p> <p><b>THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.</b></p> <p>First, <b>delete</b> the OHA row(s) from <b>newest to oldest</b>:</p> <ol style="list-style-type: none"><li>1. Delete the NEWEST incorrect OHA row.</li><li>2. Approve the deletion.</li><li>3. Repeat steps 1 and 2 until the entire affected period is deleted.</li></ol> <p>Then, <b>add</b> OHA row(s), from <b>oldest to newest</b>.</p> <ol style="list-style-type: none"><li>1. Add the oldest OHA row with the correct information.</li><li>2. Approve the addition.</li><li>3. Repeat steps 1 &amp; 2 until the entire period is added.</li></ol> <p><b>It is important to take <a href="#">screenshots</a> of the member's OHA row(s) before and after any corrections/deletions.</b> This is especially important if the correction is Out-of-Range. These screenshots are required to be attached to the PPC Trouble Ticket.</p>

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## Correcting OHA (Editing a Single Row), Continued

**Procedures**      See below.

Step	Action
1	<p>Select <b>Housing Allowance</b> from the Active &amp; Reserve Pay Shortcuts pagelet.</p> 

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# Correcting OHA (Editing a Single Row), Continued

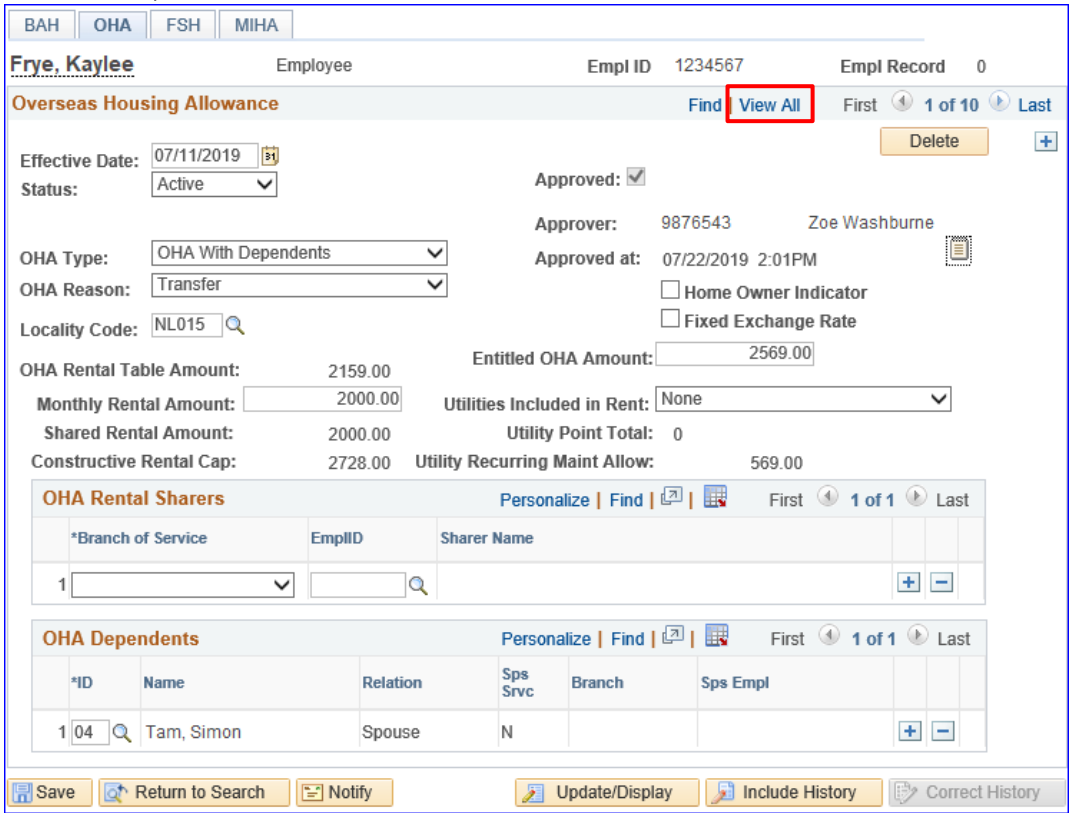
Procedures,  
continued

Step	Action																				
2	<p>Enter the member's <b>Empl ID</b>, check the <b>Correct History</b> box and click <b>Search</b>.</p> <div> <p><b>Housing Allowance</b></p> <p>Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p><a href="#">Find an Existing Value</a></p> <p>▼ <b>Search Criteria</b></p> <p>Empl ID begins with ▼ <b>1234567</b></p> <p>Empl Record = ▼</p> <p>Name begins with ▼</p> <p>Last Name begins with ▼</p> <p>Second Last Name begins with ▼</p> <p>Alternate Character Name begins with ▼</p> <p>Middle Name begins with ▼</p> <p>Business Unit begins with ▼</p> <p>Department Set ID begins with ▼</p> <p>Department begins with ▼</p> <p><input type="checkbox"/> Include History <input checked="" type="checkbox"/> <b>Correct History</b> <input type="checkbox"/> Case Sensitive</p> <p><b>Search</b> <a href="#">Clear</a> <a href="#">Basic Search</a> <a href="#">Save Search Criteria</a></p> </div>																				
3	<p>The member's BAH page will display. Select the <b>OHA</b> tab.</p> <div> <p>BAH <b>OHA</b> FSH MIHA</p> <p><b>Frye, Kaylee</b> Employee Empl ID 1234567 Empl Record 0</p> <p><b>BAH Entitlements</b> <a href="#">Find</a> <a href="#">View All</a> First 1 of 2 Last</p> <p>Effective Date: 06/27/2019 <a href="#">B1</a> <a href="#">Delete</a> <a href="#">+</a></p> <p>Status: Inactive ▼ Approved: <input checked="" type="checkbox"/> <input type="checkbox"/> Grand Fathered</p> <p>Approver: 9876543 Zoe Washburne</p> <p>Approved at: 07/09/19 11:38AM</p> <p>BAH Change: Transfer ▼ Description: Mbr in Transit - With deps or paying child support; Mbr &amp; deps not assigned govt qtrs</p> <p>BAH Qtr Status: U <a href="#">Q</a> BAH Type: BAH RC/T With Dependents</p> <p>BAH Zip: 99999 BAH Rate: 1423.5000</p> <p>Military Rank: W4 BAH Entitle: 1423.5000 <input type="checkbox"/> Override Flag <a href="#">B1</a></p> <p>Fair Rent: <a href="#">B1</a></p> <p><b>BAH Dependent Beneficiaries</b> <a href="#">Personalize</a> <a href="#">Find</a> <a href="#">B1</a> First 1 of 1 Last</p> <p><a href="#">Dependent Information</a> <a href="#">Termination Information</a> <a href="#">B1</a></p> <table border="1"> <thead> <tr> <th>*Dep/Ben</th><th>Name</th><th>Relation</th><th>Birth</th><th>BAH Elig</th><th>In A Service</th><th>50% Supp</th><th>Last Approval</th><th></th><th></th></tr> </thead> <tbody> <tr> <td>1 04 <a href="#">Q</a></td><td>Tam, Simon</td><td>Spouse</td><td>10/11/1967</td><td>04/06/2007</td><td></td><td><input type="checkbox"/></td><td>12/19/2012 11:54:19PM</td><td><a href="#">+</a></td><td><a href="#">-</a></td></tr> </tbody> </table> <p><a href="#">Save</a> <a href="#">Return to Search</a> <a href="#">Notify</a> <a href="#">Update/Display</a> <a href="#">Include History</a> <a href="#">Correct History</a></p> </div>	*Dep/Ben	Name	Relation	Birth	BAH Elig	In A Service	50% Supp	Last Approval			1 04 <a href="#">Q</a>	Tam, Simon	Spouse	10/11/1967	04/06/2007		<input type="checkbox"/>	12/19/2012 11:54:19PM	<a href="#">+</a>	<a href="#">-</a>
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## Correcting OHA (Editing a Single Row), Continued

Procedures,  
continued

Step	Action
4	<p>The member's current OHA row will display. If the row to be corrected isn't the most recent, click <b>View All</b>.</p>  <p>The screenshot shows the OHA form for Frye, Kaylee (Employee, Empl ID 1234567, Empl Record 0). The 'Overseas Housing Allowance' section is active, and the 'View All' button is highlighted with a red box. The form includes fields for Effective Date (07/11/2019), Status (Active), OHA Type (OHA With Dependents), OHA Reason (Transfer), Locality Code (NL015), OHA Rental Table Amount (2159.00), Monthly Rental Amount (2000.00), Shared Rental Amount (2000.00), Constructive Rental Cap (2728.00), Utilities Included in Rent (None), Utility Point Total (0), Utility Recurring Maint Allow (569.00), and Entitled OHA Amount (2569.00). The 'OHA Rental Sharers' and 'OHA Dependents' sections are also visible, showing a list of sharers and dependents.</p>

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# Correcting OHA (Editing a Single Row), Continued

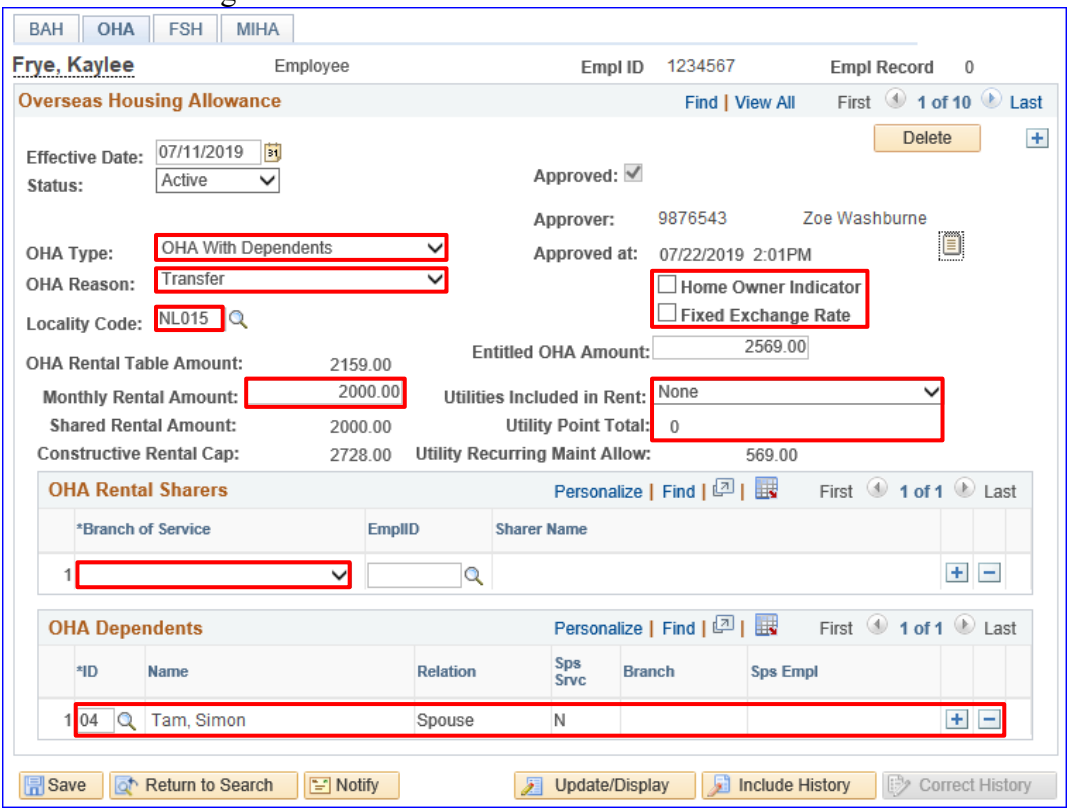
Procedures,  
continued

Step	Action																																				
5	<p>All rows will now be displayed. Scroll through the rows and locate the row(s) that require correction.</p> <div> <div>BAH OHA FSH MIHA</div> <div> <div>Frye, Kaylee Employee Empl ID 1234567 Empl Record 0</div> <div> <div>Overseas Housing Allowance</div> <div>Find   View 1 First 1-10 of 10 Last</div> <div> <div>Effective Date: 07/11/2019</div> <div>Status: Active</div> <div>Approved: <input checked="" type="checkbox"/></div> <div>Approver: 9876543 Zoe Washburne</div> <div>Approved at: 07/22/2019 2:01PM</div> <div> <input type="checkbox"/> Home Owner Indicator           <input type="checkbox"/> Fixed Exchange Rate         </div> <div>Locality Code: NL015</div> <div> <div>OHA Rental Table Amount: 2159.00</div> <div>Monthly Rental Amount: 2000.00</div> <div>Shared Rental Amount: 2000.00</div> <div>Constructive Rental Cap: 2728.00</div> </div> <div> <div>Entitled OHA Amount: 2569.00</div> <div>Utilities Included in Rent: None</div> <div>Utility Point Total: 0</div> <div>Utility Recurring Maint Allow: 569.00</div> </div> </div> <div> <div>OHA Rental Sharers</div> <div>Personalize   Find   1 of 1 First Last</div> <table> <thead> <tr> <th>*Branch of Service</th> <th>EmplID</th> <th>Sharer Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> </tbody> </table> </div> <div> <div>OHA Dependents</div> <div>Personalize   Find   1 of 1 First Last</div> <table> <thead> <tr> <th>*ID</th> <th>Name</th> <th>Relation</th> <th>Sps Svc</th> <th>Branch</th> <th>Sps Empl</th> </tr> </thead> <tbody> <tr> <td>1 04</td> <td>Tam, Simon</td> <td>Spouse</td> <td>N</td> <td></td> <td></td> </tr> </tbody> </table> </div> </div> </div> <div> <div>Effective Date: 06/25/2019</div> <div>Status: Inactive</div> <div>Approved: <input checked="" type="checkbox"/></div> <div>Approver: 9876543 Zoe Washburne</div> <div>Approved at: 07/09/2019 4:02AM</div> <div> <input type="checkbox"/> Home Owner Indicator           <input type="checkbox"/> Fixed Exchange Rate         </div> <div>Locality Code: SG001</div> <div> <div>OHA Rental Table Amount: 9000.00</div> <div>Monthly Rental Amount: 8010.72</div> <div>Shared Rental Amount: 8010.72</div> <div>Constructive Rental Cap: 10115.00</div> </div> <div> <div>Entitled OHA Amount: 9125.72</div> <div>Utilities Included in Rent: None</div> <div>Utility Point Total: 0</div> <div>Utility Recurring Maint Allow: 1115.00</div> </div> </div> <div> <div>OHA Rental Sharers</div> <div>Personalize   Find   1 of 1 First Last</div> <table> <thead> <tr> <th>*Branch of Service</th> <th>EmplID</th> <th>Sharer Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> </tbody> </table> </div> <div> <div>OHA Dependents</div> <div>Personalize   Find   1 of 1 First Last</div> <table> <thead> <tr> <th>*ID</th> <th>Name</th> <th>Relation</th> <th>Sps Svc</th> <th>Branch</th> <th>Sps Empl</th> </tr> </thead> <tbody> <tr> <td>1 04</td> <td>Tam, Simon</td> <td>Spouse</td> <td>N</td> <td></td> <td></td> </tr> </tbody> </table> </div> </div>	*Branch of Service	EmplID	Sharer Name	1			*ID	Name	Relation	Sps Svc	Branch	Sps Empl	1 04	Tam, Simon	Spouse	N			*Branch of Service	EmplID	Sharer Name	1			*ID	Name	Relation	Sps Svc	Branch	Sps Empl	1 04	Tam, Simon	Spouse	N		
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## Correcting OHA (Editing a Single Row), Continued

Procedures,  
continued

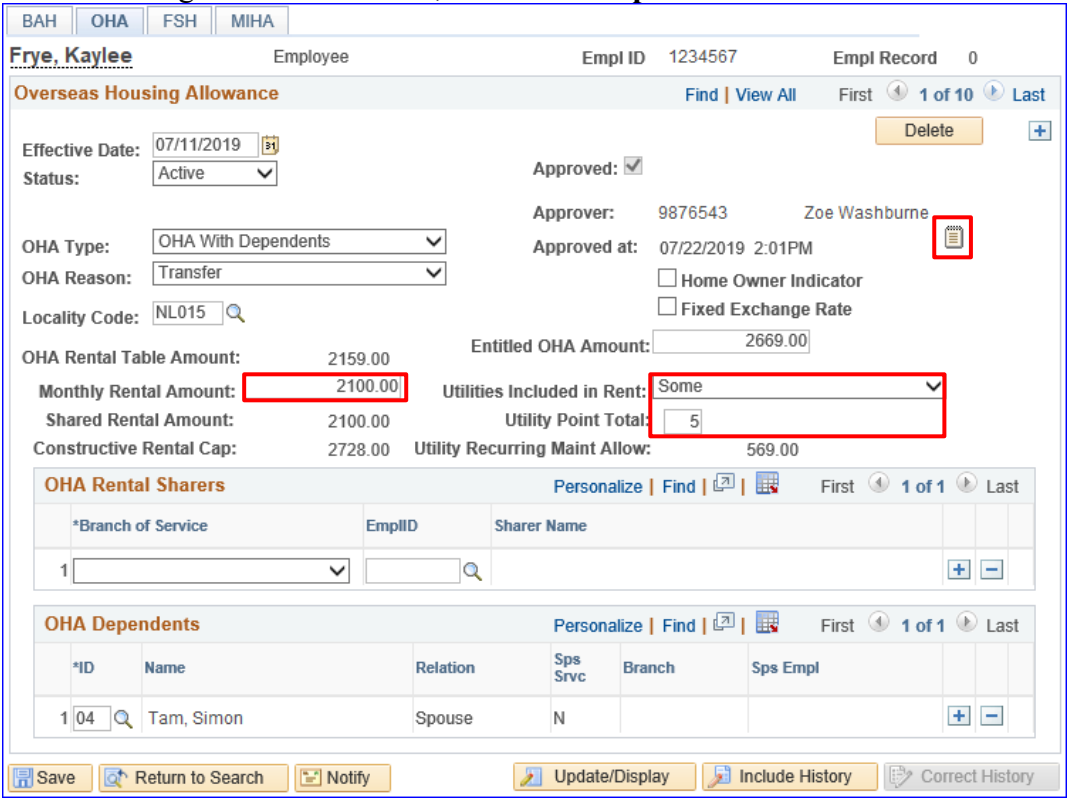
Step	Action
6	<p>Make changes to any of the editable fields as appropriate. In this example, the most recent OHA row required a correction to the Monthly Rental Amount and the Utilities included in Rent.</p> <p><b>IMPORTANT:</b> It is important to take a <a href="#">screenshot</a> of the row prior to making any changes.</p> <p><b>Remember:</b> If the <b>Effective Date</b> needs to be corrected, the row must be deleted and re-entered with the correct date. See the <a href="#">Correcting OHA (Deleting a Row)</a> section for more guidance.</p> 

*Continued on next page*



# Correcting OHA (Editing a Single Row), Continued

Procedures,  
continued

Step	Action
7	<p>Once all changes have been made, click the <b>Notepad</b> icon.</p>  <p>The screenshot shows the OHA form for Frye, Kaylee. The form includes tabs for BAH, OHA, FSH, and MIHA. The OHA tab is active. The form displays the following information:</p> <ul style="list-style-type: none"> <li><b>Employee:</b> Frye, Kaylee, Empl ID 1234567, Empl Record 0</li> <li><b>Overseas Housing Allowance:</b> Find   View All, First 1 of 10 Last</li> <li><b>Effective Date:</b> 07/11/2019</li> <li><b>Status:</b> Active</li> <li><b>Approved:</b> <input checked="" type="checkbox"/></li> <li><b>Approver:</b> 9876543, Zoe Washburne</li> <li><b>Approved at:</b> 07/22/2019 2:01PM</li> <li><b>OHA Type:</b> OHA With Dependents</li> <li><b>OHA Reason:</b> Transfer</li> <li><b>Locality Code:</b> NL015</li> <li><b>OHA Rental Table Amount:</b> 2159.00</li> <li><b>Entitled OHA Amount:</b> 2669.00</li> <li><b>Monthly Rental Amount:</b> 2100.00</li> <li><b>Utilities Included in Rent:</b> Some</li> <li><b>Shared Rental Amount:</b> 2100.00</li> <li><b>Utility Point Total:</b> 5</li> <li><b>Constructive Rental Cap:</b> 2728.00</li> <li><b>Utility Recurring Maint Allow:</b> 569.00</li> <li><b>OHA Rental Sharers:</b> Personalize   Find   1 of 1 Last</li> <li><b>OHA Dependents:</b> Personalize   Find   1 of 1 Last</li> </ul> <p>At the bottom of the form, there are buttons for Save, Return to Search, Notify, Update/Display, Include History, and Correct History.</p>

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# Correcting OHA (Editing a Single Row), Continued

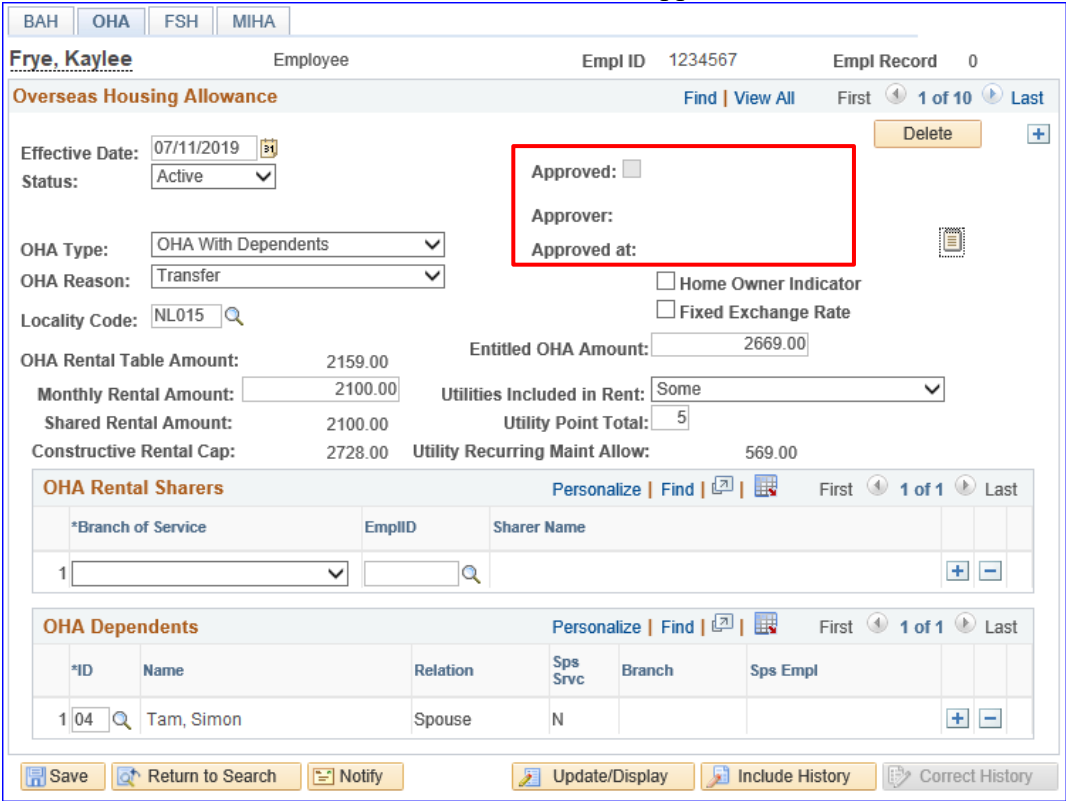
Procedures,  
continued

Step	Action																		
10	<p>Verify all changes have been entered as appropriate. Click <b>Save</b>.</p> <div> <div>BAH   OHA   FSH   MIHA</div> <div> <b>Frye, Kaylee</b> Employee Empl ID 1234567 Empl Record 0         </div> <div> <b>Overseas Housing Allowance</b> Find   View All First 1 of 10 Last         </div> <div> <div>Effective Date: 07/11/2019</div> <div>Status: Active</div> <div>Approved: <input checked="" type="checkbox"/></div> <div>Approver: 9876543 Zoe Washburne</div> <div>Approved at: 07/22/2019 2:01PM</div> <div>OHA Type: OHA With Dependents</div> <div>OHA Reason: Transfer</div> <div>Locality Code: NL015</div> <div> <input type="checkbox"/> Home Owner Indicator  <input type="checkbox"/> Fixed Exchange Rate         </div> <div>           OHA Rental Table Amount: 2159.00            Monthly Rental Amount: 2100.00            Shared Rental Amount: 2100.00            Constructive Rental Cap: 2728.00         </div> <div>           Entitled OHA Amount: 2669.00            Utilities Included in Rent: Some            Utility Point Total: 5            Utility Recurring Maint Allow: 569.00         </div> <div> <b>OHA Rental Sharers</b> Personalize   Find   First 1 of 1 Last           <table border="1"> <thead> <tr> <th>*Branch of Service</th> <th>EmplID</th> <th>Sharer Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> </tbody> </table> </div> <div> <b>OHA Dependents</b> Personalize   Find   First 1 of 1 Last           <table border="1"> <thead> <tr> <th>*ID</th> <th>Name</th> <th>Relation</th> <th>Sps Svc</th> <th>Branch</th> <th>Sps Empl</th> </tr> </thead> <tbody> <tr> <td>1 04</td> <td>Tam, Simon</td> <td>Spouse</td> <td>N</td> <td></td> <td></td> </tr> </tbody> </table> </div> <div> <div>Save</div> <div>Return to Search</div> <div>Notify</div> <div>Update/Display</div> <div>Include History</div> <div>Correct History</div> </div> </div> </div>	*Branch of Service	EmplID	Sharer Name	1			*ID	Name	Relation	Sps Svc	Branch	Sps Empl	1 04	Tam, Simon	Spouse	N		
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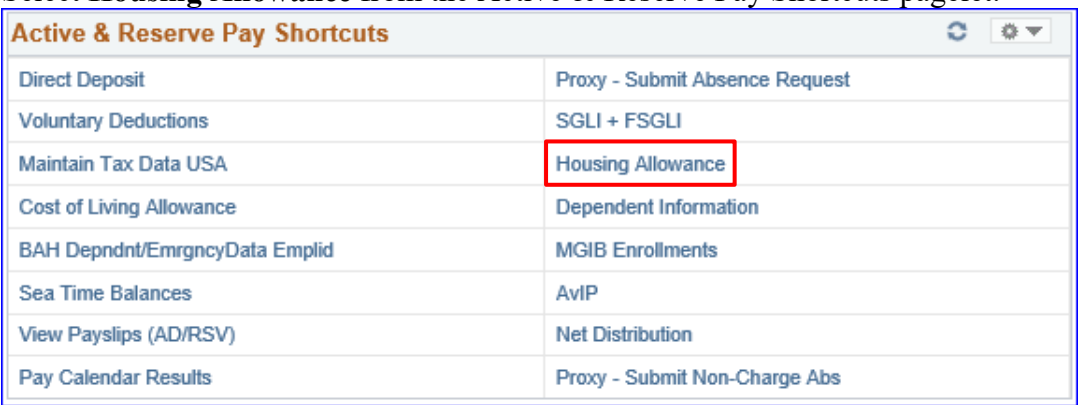
## Correcting OHA (Editing a Single Row), Continued

Procedures,  
continued

Step	Action
11	<p>Upon saving, the <b>Approver</b> information will no longer be populated. The correction has been forwarded to the SPO tree for approval.</p>  <p>The screenshot shows the OHA form for Frye, Kaylee (Empl ID 1234567). The 'Approved' section is highlighted with a red box, indicating that the approver information is not populated. The form includes fields for Effective Date, Status, OHA Type, OHA Reason, Locality Code, and various amounts (OHA Rental Table Amount, Monthly Rental Amount, Shared Rental Amount, Constructive Rental Cap, Entitled OHA Amount, Utilities Included in Rent, Utility Point Total, Utility Recurring Maint Allow). Below the OHA details are sections for 'OHA Rental Sharers' and 'OHA Dependents'.</p>
12	<p>Per <a href="#">Email ALSPO B/19</a>, once the OHA request has been approved, it is important to review the member's Pay Calculation Results to ensure the pay transaction processed correctly. Please see the <a href="#">Pay Calculation Results</a> user guide for more information on navigating, reviewing, and validating pay transactions.</p> <p>Remember, if this correction is <b>Out-of-Range</b> (any part of the affected period is older than 24 pay periods or 1 year), all the corrections/changes <b>MUST</b> be reported to <b>PPC Customer Care</b> to be processed manually (see <a href="#">In-Range vs. Out-of-Range</a> for more guidance).</p>

## Correcting OHA (Inserting a Row)

<b>Introduction</b>	This section provides the procedures for a SPO to insert a row and make corrections to existing rows of a member's Overseas Housing Allowance (OHA) in Direct Access (DA).
<b>Corrections and Timing</b>	<p>While some OHA fields are editable and allow corrective action, if any dates require correction, the incorrect row must be deleted. The deletion must be approved immediately and a new OHA row entered with the correct dates and entitlements. The new row needs to be approved immediately as well.</p> <p><b>THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.</b></p> <p>First, <b>delete</b> the OHA row(s) from <b>newest to oldest</b>:</p> <ol style="list-style-type: none"> <li>1. Delete the NEWEST incorrect OHA row.</li> <li>2. Approve the deletion.</li> <li>3. Repeat steps 1 and 2 until the entire affected period is deleted.</li> </ol> <p>Then, <b>add</b> OHA row(s), from <b>oldest to newest</b>.</p> <ol style="list-style-type: none"> <li>1. Add the oldest OHA row with the correct information.</li> <li>2. Approve the addition.</li> <li>3. Repeat steps 1 &amp; 2 until the entire period is added.</li> </ol> <p><b>It is important to take <a href="#">screenshots</a> of the member's OHA row(s) before and after any corrections/deletions.</b> This is especially important if the correction is Out-of-Range. These screenshots are required to be attached to the PPC Trouble Ticket.</p>
<b>Procedures</b>	See below.

Step	Action																		
1	<p>Select <b>Housing Allowance</b> from the Active &amp; Reserve Pay Shortcuts pagelet.</p>  <p>The screenshot shows a table of shortcuts. The 'Housing Allowance' link is highlighted with a red rectangle.</p> <table border="1"> <thead> <tr> <th colspan="2">Active &amp; Reserve Pay Shortcuts</th> </tr> </thead> <tbody> <tr> <td>Direct Deposit</td> <td>Proxy - Submit Absence Request</td> </tr> <tr> <td>Voluntary Deductions</td> <td>SGLI + FSGLI</td> </tr> <tr> <td>Maintain Tax Data USA</td> <td><b>Housing Allowance</b></td> </tr> <tr> <td>Cost of Living Allowance</td> <td>Dependent Information</td> </tr> <tr> <td>BAH Depndnt/EmergencyData Emplid</td> <td>MGIB Enrollments</td> </tr> <tr> <td>Sea Time Balances</td> <td>AvIP</td> </tr> <tr> <td>View Payslips (AD/RSV)</td> <td>Net Distribution</td> </tr> <tr> <td>Pay Calendar Results</td> <td>Proxy - Submit Non-Charge Abs</td> </tr> </tbody> </table>	Active & Reserve Pay Shortcuts		Direct Deposit	Proxy - Submit Absence Request	Voluntary Deductions	SGLI + FSGLI	Maintain Tax Data USA	<b>Housing Allowance</b>	Cost of Living Allowance	Dependent Information	BAH Depndnt/EmergencyData Emplid	MGIB Enrollments	Sea Time Balances	AvIP	View Payslips (AD/RSV)	Net Distribution	Pay Calendar Results	Proxy - Submit Non-Charge Abs
Active & Reserve Pay Shortcuts																			
Direct Deposit	Proxy - Submit Absence Request																		
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BAH Depndnt/EmergencyData Emplid	MGIB Enrollments																		
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View Payslips (AD/RSV)	Net Distribution																		
Pay Calendar Results	Proxy - Submit Non-Charge Abs																		

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## Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

Step

2

Action

Enter the member's **Empl ID**, check the **Correct History** box and click **Search**.

Housing Allowance

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria

Empl ID

begins with ▼

1234567

Empl Record

= ▼

Name

begins with ▼

Last Name

begins with ▼

Second Last Name

begins with ▼

Alternate Character Name

begins with ▼

Middle Name

begins with ▼

Business Unit

begins with ▼

Department Set ID

begins with ▼

Department

begins with ▼

☐ Include History

☒ Correct History

☐ Case Sensitive

Search

Clear

Basic Search

Save Search Criteria

3

The member's BAH page will display. Click the **OHA** tab.

BAH

OHA

FSH

MIHA

Malcolm Reynolds

Employee

Empl ID 1234567

Empl Record 0

BAH Entitlements

Find | View All

First 1 of 6 Last

Effective Date: 06/10/2018

Status: Inactive

Approved: ☒

Grand Fathered ☐

Approver: 6543218 River Tam

Approved at: 06/14/18 4:21AM

Description: W/O dependents; Mbr not in govt qtrs

BAH Type: BAH Without Dependents

BAH Rate: 1587.0000

BAH Entitle: 1587.0000

Override Flag ☐

BAH Change Transfer

BAH Qtr Status: G

BAH Zip: 04106 ME139

Military Rank: E5

Fair Rent:

BAH Dependent Beneficiaries

Personalize | Find

First 1 of 1 Last

Dependent Information

Termination Information

*Dep/Ben	Name	Relation	Birth	BAH Elig	In A Service	50% Supp	Last Approval
1							

Save

Return to Search

Notify

Update/Display

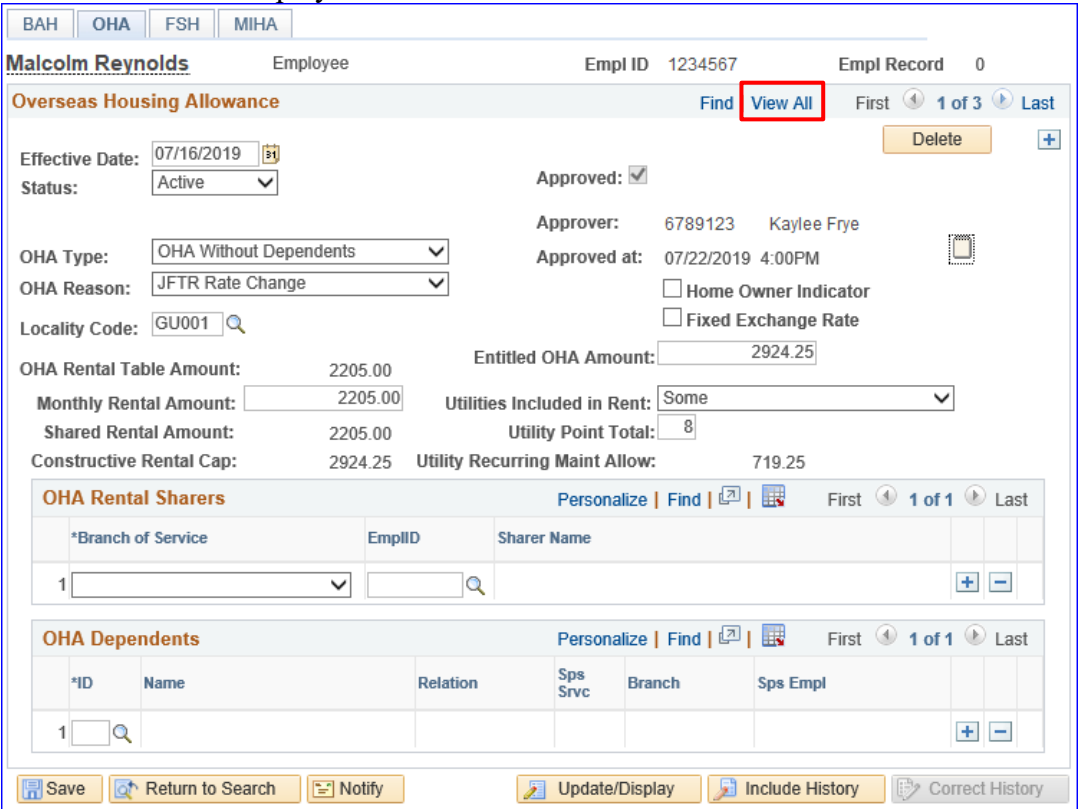
Include History

Correct History

*Continued on next page*

## Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

Step	Action
4	<p>The member's current OHA row will display.</p> <p>In this example, the member got married in October 2018. He and his dependent spouse moved into a new apartment on October 13<sup>th</sup>, 2018. Because this entry takes place prior to the current row, a new row will need to be inserted and any OHA row with an Effective Date after 10/13/18 will need to be updated to reflect any required changes (i.e. OHA Type, dependent data, monthly rent, utilities, etc.).</p> <p>Click <b>View All</b> to display all rows.</p> 

*Continued on next page*

## Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

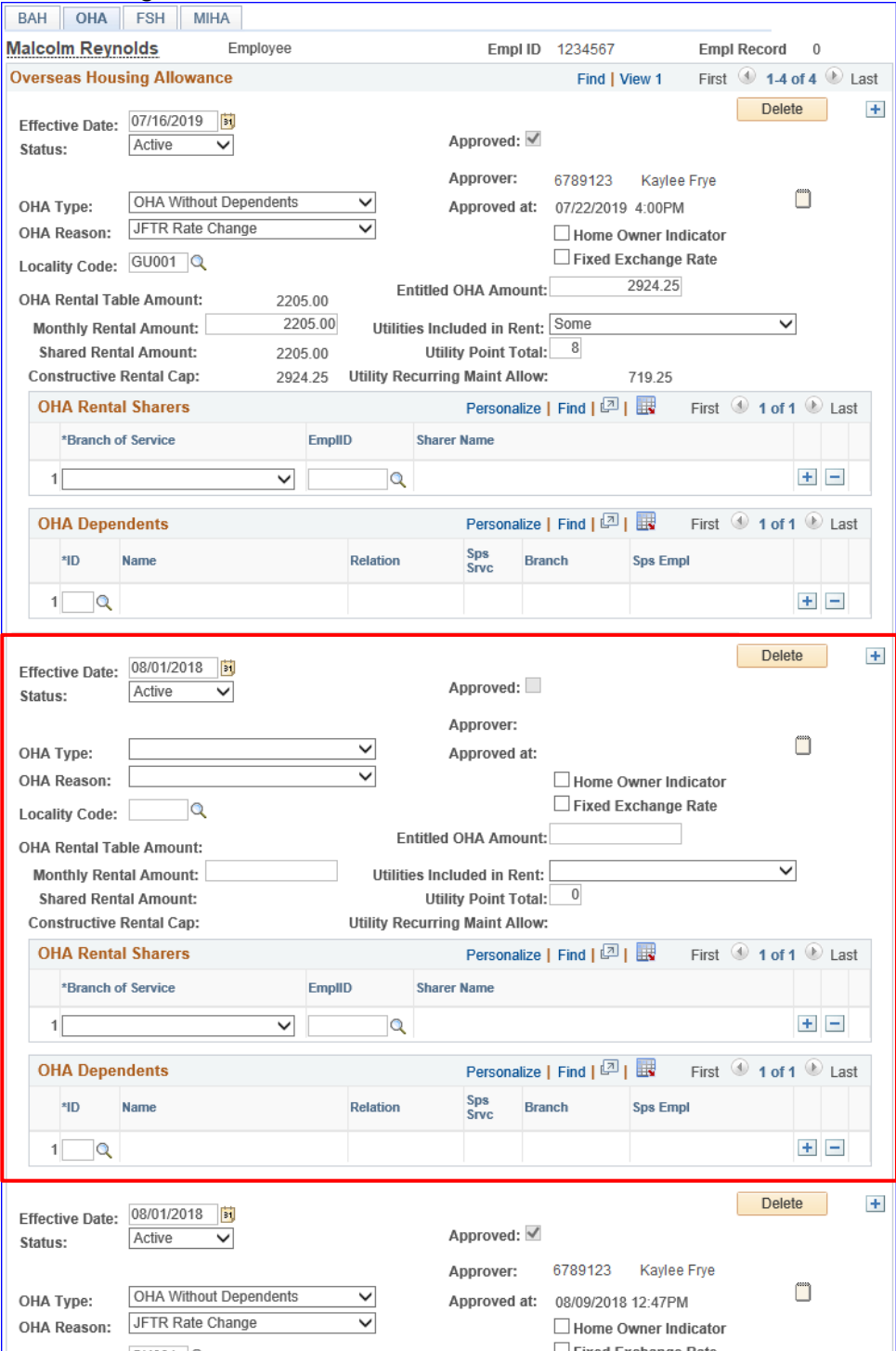
Step	Action
5	<p>For the purposes of this example, a row will need to be inserted after the 08/01/2018 row to account for the OHA changes. To add a row, click the (+) button located on the 08/01/2018 row.</p> <p>The screenshot displays the OHA system interface for Employee Malcolm Reynolds (Empl ID 1234567). It shows two rows of OHA data. The first row is for the effective date 07/16/2019, and the second row is for 08/01/2018. A red arrow points from the text 'click the (+) button' to the plus button in the top right corner of the 08/01/2018 row's details section.</p> <p><b>Row 1 (07/16/2019):</b></p> <ul style="list-style-type: none"> <li>Effective Date: 07/16/2019</li> <li>Status: Active</li> <li>OHA Type: OHA Without Dependents</li> <li>OHA Reason: JFTR Rate Change</li> <li>Locality Code: GU001</li> <li>OHA Rental Table Amount: 2205.00</li> <li>Monthly Rental Amount: 2205.00</li> <li>Shared Rental Amount: 2205.00</li> <li>Constructive Rental Cap: 2924.25</li> <li>Entitled OHA Amount: 2924.25</li> <li>Utilities Included in Rent: Some</li> <li>Utility Point Total: 8</li> <li>Utility Recurring Maint Allow: 719.25</li> </ul> <p><b>Row 2 (08/01/2018):</b></p> <ul style="list-style-type: none"> <li>Effective Date: 08/01/2018</li> <li>Status: Active</li> <li>OHA Type: OHA Without Dependents</li> <li>OHA Reason: JFTR Rate Change</li> <li>Locality Code: GU001</li> <li>OHA Rental Table Amount: 2205.00</li> <li>Monthly Rental Amount: 2205.00</li> <li>Shared Rental Amount: 2205.00</li> <li>Constructive Rental Cap: 2895.00</li> <li>Entitled OHA Amount: 2895.00</li> <li>Utilities Included in Rent: Some</li> <li>Utility Point Total: 8</li> <li>Utility Recurring Maint Allow: 690.00</li> </ul>

Continued on next page



# Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

Step	Action
6	<p>A new row will populate. Ensure it sits between the appropriate dates (in this case between the most current row of 07/16/2019 and 08/01/2018). Because the new row was inserted using the 08/01/2018 row, the Effective Date defaults to 08/01/2018.</p>  <p>The screenshot displays the OHA system interface for Employee 1234567. It shows three rows of OHA data. The top row is for 07/16/2019, the middle row (highlighted in red) is for 08/01/2018, and the bottom row is for 08/01/2018. The middle row is currently inactive, while the others are active. The interface includes tabs for BAH, OHA, FSH, and MIHA, and a search bar for Employee ID 1234567. The OHA section shows details like OHA Type, Reason, Locality Code, and various amounts. Below the OHA details are sections for OHA Rental Sharers and OHA Dependents.</p>

Continued on next page

## Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

Step	Action																										
7	<p>Complete the following fields:</p> <ul style="list-style-type: none"><li>• Enter the appropriate <b>Effective Date</b> and ensure the <b>Status</b> reflects Active.</li><li>• Using the drop-down, select the appropriate <b>OHA Type</b>.</li><li>• Using the drop-down, select the appropriate <b>OHA Reason</b>.</li><li>• Enter the <b>Locality Code</b> or use the lookup.</li><li>• Enter the <b>Monthly Rental Amount</b>.</li><li>• Check the <b>Home Owner Indicator</b> box or <b>Fixed Exchange Rate</b> as necessary.</li><li>• Using the drop-down, select the appropriate <b>Utilities Included in Rent</b>.</li><li>• Enter any <b>OHA Rental Sharers</b> if the member is sharing the monthly rental expenses with another person.</li><li>• Enter any <b>OHA Dependents</b> if the member has BAH eligible dependents residing with them at the rental location.</li></ul> <p><b>Note:</b> Refer to the <a href="#">Starting Overseas Housing Allowance</a> for more information on entering OHA data.</p> <div><div><div>Effective Date: 10/13/2018</div><div>Status: Active</div><div>OHA Type: OHA With Dependents</div><div>OHA Reason: Dependency Change</div><div>Locality Code: GU001</div><div>OHA Rental Table Amount: 2450.00</div><div>Monthly Rental Amount: 2350.00</div><div>Shared Rental Amount: 2350.00</div><div>Constructive Rental Cap: 3370.00</div></div><div><div>Approved: <input type="checkbox"/></div><div>Approver:</div><div>Approved at:</div><div><div><input type="checkbox"/> Home Owner Indicator</div><div><input type="checkbox"/> Fixed Exchange Rate</div></div><div>Entitled OHA Amount: 3270.00</div><div>Utilities Included in Rent: None</div><div>Utility Point Total: 0</div><div>Utility Recurring Maint Allow: 920.00</div></div><div><div>OHA Rental Sharers</div><div>Personalize   Find    </div><div>First 1 of 1 Last</div><table><thead><tr><th>*Branch of Service</th><th>EmplID</th><th>Sharer Name</th><th></th><th></th></tr></thead><tbody><tr><td>1</td><td></td><td></td><td></td><td></td></tr></tbody></table></div><div><div>OHA Dependents</div><div>Personalize   Find    </div><div>First 1 of 1 Last</div><table><thead><tr><th>*ID</th><th>Name</th><th>Relation</th><th>Sps Svc</th><th>Branch</th><th>Sps Empl</th><th></th><th></th></tr></thead><tbody><tr><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table></div></div>	*Branch of Service	EmplID	Sharer Name			1					*ID	Name	Relation	Sps Svc	Branch	Sps Empl			1							
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# Correcting OHA (Inserting a Row), Continued

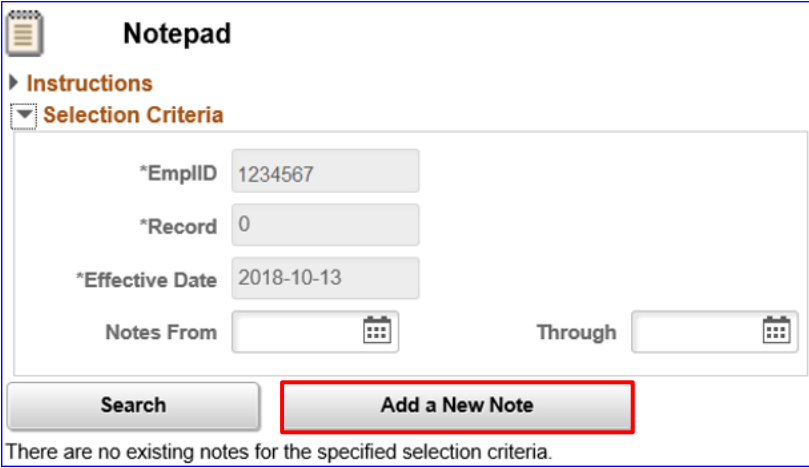
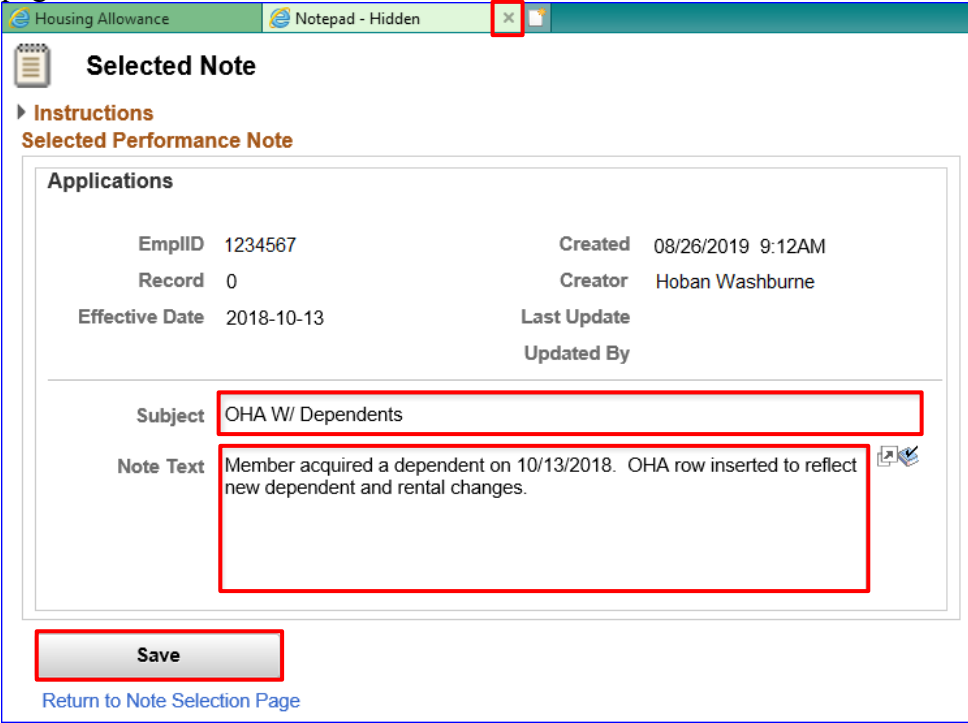
Procedures,  
continued

Step	Action																																				
8	<p>Once all the information has been entered as appropriate, click the <b>Notepad</b> icon.</p> <div> <div> <div>BAH</div> <div>OHA</div> <div>FSH</div> <div>MIHA</div> </div> <div> <div>Malcolm Reynolds</div> <div>Employee</div> <div>Empl ID 1234567</div> <div>Empl Record 0</div> </div> <div> <div>Overseas Housing Allowance</div> <div>Find   View 1</div> <div>First 1-4 of 4 Last</div> <div>Delete</div> <div>+</div> </div> <div> <div>Effective Date: 07/16/2019</div> <div>Status: Active</div> <div>Approved: <input checked="" type="checkbox"/></div> <div>Approver: 6789123 Kaylee Frye</div> <div>Approved at: 07/22/2019 4:00PM</div> <div>OHA Type: OHA Without Dependents</div> <div>OHA Reason: JFTR Rate Change</div> <div>Locality Code: GU001</div> <div>Home Owner Indicator <input type="checkbox"/></div> <div>Fixed Exchange Rate <input type="checkbox"/></div> <div>OHA Rental Table Amount: 2205.00</div> <div>Entitled OHA Amount: 2924.25</div> <div>Monthly Rental Amount: 2205.00</div> <div>Utilities Included in Rent: Some</div> <div>Shared Rental Amount: 2205.00</div> <div>Utility Point Total: 8</div> <div>Constructive Rental Cap: 2924.25</div> <div>Utility Recurring Maint Allow: 719.25</div> <div>OHA Rental Sharers</div> <div>Personalize   Find   1 of 1 Last</div> <table border="1"> <thead> <tr> <th>*Branch of Service</th> <th>EmplID</th> <th>Sharer Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> </tbody> </table> <div>OHA Dependents</div> <div>Personalize   Find   1 of 1 Last</div> <table border="1"> <thead> <tr> <th>*ID</th> <th>Name</th> <th>Relation</th> <th>Sps Svc</th> <th>Branch</th> <th>Sps Empl</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> </div> <div> <div>Effective Date: 10/13/2018</div> <div>Status: Active</div> <div>Approved: <input type="checkbox"/></div> <div>Approver:</div> <div>Approved at:</div> <div>OHA Type: OHA With Dependents</div> <div>OHA Reason: Dependency Change</div> <div>Locality Code: GU001</div> <div>Home Owner Indicator <input type="checkbox"/></div> <div>Fixed Exchange Rate <input type="checkbox"/></div> <div>OHA Rental Table Amount: 2450.00</div> <div>Entitled OHA Amount: 3270.00</div> <div>Monthly Rental Amount: 2350.00</div> <div>Utilities Included in Rent: None</div> <div>Shared Rental Amount: 2350.00</div> <div>Utility Point Total: 0</div> <div>Constructive Rental Cap: 3370.00</div> <div>Utility Recurring Maint Allow: 920.00</div> <div>OHA Rental Sharers</div> <div>Personalize   Find   1 of 1 Last</div> <table border="1"> <thead> <tr> <th>*Branch of Service</th> <th>EmplID</th> <th>Sharer Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> </tbody> </table> <div>OHA Dependents</div> <div>Personalize   Find   1 of 1 Last</div> <table border="1"> <thead> <tr> <th>*ID</th> <th>Name</th> <th>Relation</th> <th>Sps Svc</th> <th>Branch</th> <th>Sps Empl</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>02 Serra-Reynolds, Inara</td> <td>Spouse</td> <td>N</td> <td></td> <td></td> </tr> </tbody> </table> </div> </div>	*Branch of Service	EmplID	Sharer Name	1			*ID	Name	Relation	Sps Svc	Branch	Sps Empl	1						*Branch of Service	EmplID	Sharer Name	1			*ID	Name	Relation	Sps Svc	Branch	Sps Empl	1	02 Serra-Reynolds, Inara	Spouse	N		
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## Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

Step	Action
9	<p>Select <b>Add a New Note</b>.</p> 
10	<p>Enter a <b>Subject</b> and <b>Note Text</b> describing the reason for the OHA correction. Click <b>Save</b>. Upon saving, 'X' out of the window to return to the member's OHA page.</p> 

*Continued on next page*

# Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

Step	Action
11	<p>Verify all changes have been made as appropriate. Click <b>Save</b>. The request will be forwarded to the SPO tree for approval. It is important the OHA request be approved <b>immediately</b> so any additional rows may be added/corrected as appropriate and approved (see <a href="#">Corrections and Timing</a> for more information).</p> <p>The screenshot displays the OHA system interface for employee Malcolm Reynolds (Empl ID 1234567). It shows two OHA records. The first record, effective 07/16/2019, is for 'OHA Without Dependents' due to a 'JFTR Rate Change'. It has an entitled amount of 2924.25 and is approved by Kaylee Frye. The second record, effective 10/13/2018, is for 'OHA With Dependents' due to a 'Dependency Change'. It has an entitled amount of 3270.00 and is not yet approved. The 'Save' button at the bottom left is highlighted in red.</p>

Continued on next page

# Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

Step	Action																																				
12	<p>Once the OHA request has been <b>approved</b>, make any necessary corrections to the next consecutive row as appropriate. <b>Remember</b>, take a <a href="#">screenshot</a> of the row prior to making any changes.</p> <div> <div> BAH OHA FSH MIHA </div> <div> <b>Malcolm Reynolds</b> Employee Empl ID 1234567 Empl Record 0 </div> <div> <b>Overseas Housing Allowance</b> Find View 1 First 1 of 4 Last </div> <div> Effective Date: 07/16/2019  Status: Active  OHA Type: OHA Without Dependents  OHA Reason: JFTR Rate Change  Locality Code: GU001  OHA Rental Table Amount: 2205.00  Monthly Rental Amount: 2205.00  Shared Rental Amount: 2205.00  Constructive Rental Cap: 2924.25  Entitled OHA Amount: 2924.25  Utilities Included in Rent: Some  Utility Point Total: 8  Utility Recurring Maint Allow: 719.25 </div> <div> Approved: <input checked="" type="checkbox"/>  Approver: 6789123 Kaylee Frye  Approved at: 07/22/2019 4:00PM  <input type="checkbox"/> Home Owner Indicator  <input type="checkbox"/> Fixed Exchange Rate </div> <div> <b>OHA Rental Sharers</b> Personalize Find 1 of 1 Last </div> <table border="1"> <thead> <tr> <th>*Branch of Service</th> <th>EmplID</th> <th>Sharer Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> </tbody> </table> <div> <b>OHA Dependents</b> Personalize Find 1 of 1 Last </div> <table border="1"> <thead> <tr> <th>*ID</th> <th>Name</th> <th>Relation</th> <th>Sps Svc</th> <th>Branch</th> <th>Sps Empl</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <div> Effective Date: 10/13/2018  Status: Active  OHA Type: OHA With Dependents  OHA Reason: Dependency Change  Locality Code: GU001  OHA Rental Table Amount: 2450.00  Monthly Rental Amount: 2350.00  Shared Rental Amount: 2350.00  Constructive Rental Cap: 3370.00  Entitled OHA Amount: 3270.00  Utilities Included in Rent: None  Utility Point Total: 0  Utility Recurring Maint Allow: 920.00 </div> <div> Approved: <input checked="" type="checkbox"/>  Approver: 9876543 Zoe Washburne  Approved at: 08/26/2019 9:38AM  <input type="checkbox"/> Home Owner Indicator  <input type="checkbox"/> Fixed Exchange Rate </div> <div> <b>OHA Rental Sharers</b> Personalize Find 1 of 1 Last </div> <table border="1"> <thead> <tr> <th>*Branch of Service</th> <th>EmplID</th> <th>Sharer Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> </tbody> </table> <div> <b>OHA Dependents</b> Personalize Find 1 of 1 Last </div> <table border="1"> <thead> <tr> <th>*ID</th> <th>Name</th> <th>Relation</th> <th>Sps Svc</th> <th>Branch</th> <th>Sps Empl</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>02 Serra-Reynolds, Inara</td> <td>Spouse</td> <td>N</td> <td></td> <td></td> </tr> </tbody> </table> </div>	*Branch of Service	EmplID	Sharer Name	1			*ID	Name	Relation	Sps Svc	Branch	Sps Empl	1						*Branch of Service	EmplID	Sharer Name	1			*ID	Name	Relation	Sps Svc	Branch	Sps Empl	1	02 Serra-Reynolds, Inara	Spouse	N		
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# Correcting OHA (Inserting a Row), Continued

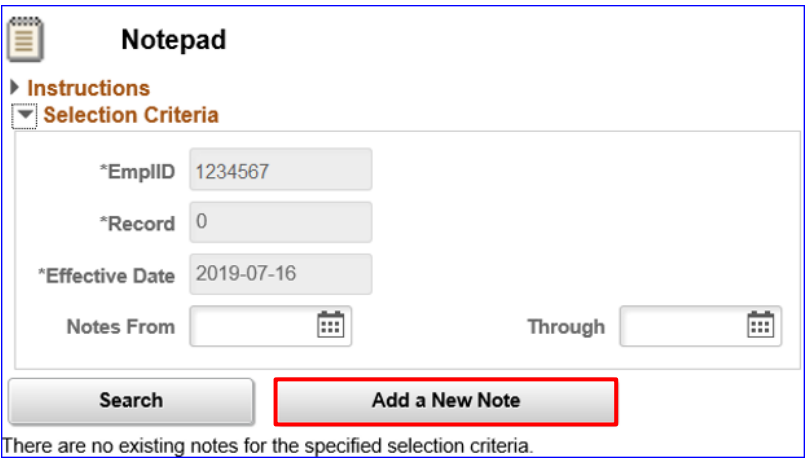
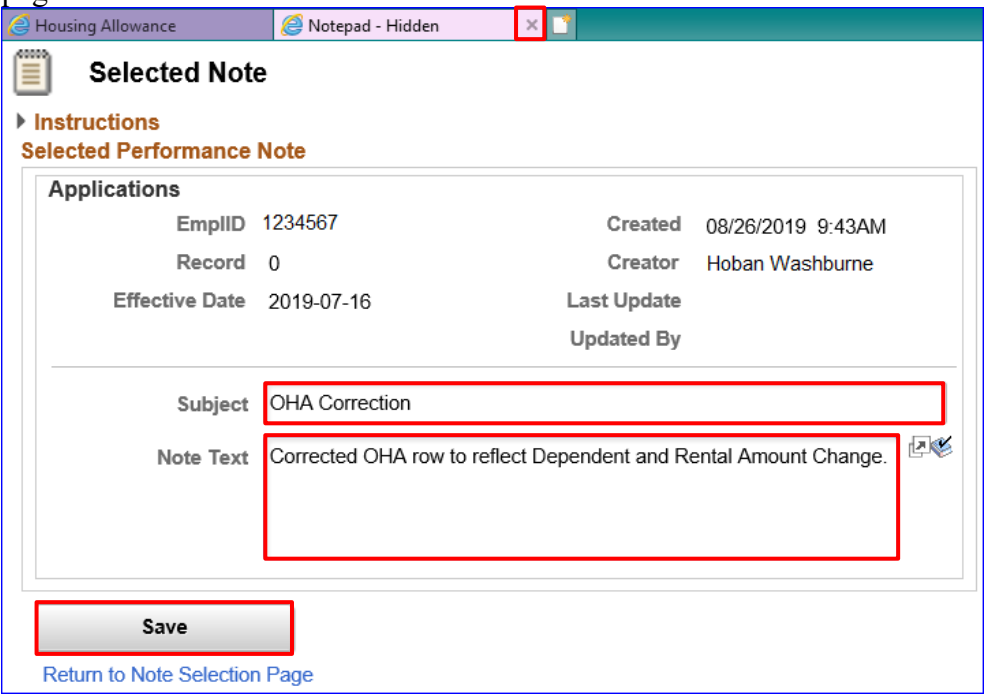
Procedures,  
continued

Step	Action
13	<p>In this example, the 07/16/2019 row needs to be corrected to reflect the dependent and monthly rental changes. Update as appropriate, then click the <b>Notepad</b> icon.</p> <p>The screenshot displays the OHA system interface for Malcolm Reynolds (Employee ID 1234567). It shows two rows of OHA data. The first row, dated 07/16/2019, is the one being corrected. Red boxes highlight the following fields: OHA Type (OHA With Dependents), OHA Reason (JFTR Rate Change), Locality Code (GU001), Monthly Rental Amount (2350.00), and Utilities Included in Rent (None). The second row, dated 10/13/2018, is also visible, showing a dependency change. The interface includes tabs for BAH, OHA, FSH, and MIHA, and buttons for Find, View, and Delete.</p>

*Continued on next page*

## Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

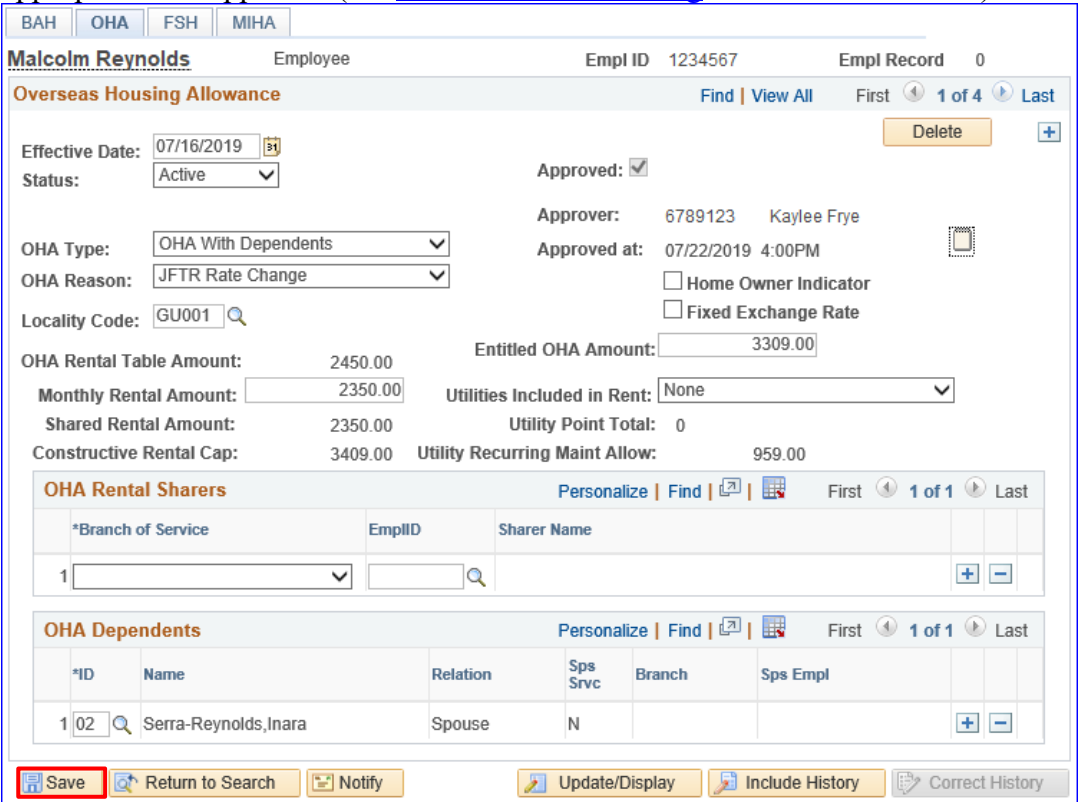
Step	Action
14	<p>Select <b>Add a New Note</b>.</p>  <p>The screenshot shows a 'Notepad' window with a sidebar containing 'Instructions' and 'Selection Criteria'. Under 'Selection Criteria', there are input fields for '*EmpID' (1234567), '*Record' (0), and '*Effective Date' (2019-07-16). Below these are 'Notes From' and 'Through' date pickers. At the bottom, there are 'Search' and 'Add a New Note' buttons. The 'Add a New Note' button is highlighted with a red box. Below the form, a message states: 'There are no existing notes for the specified selection criteria.'</p>
15	<p>Enter a <b>Subject</b> and <b>Note Text</b> describing the reason for the OHA correction. Click <b>Save</b>. Upon saving, 'X' out of the window to return to the member's OHA page.</p>  <p>The screenshot shows a 'Selected Note' window. It has a sidebar with 'Instructions' and 'Selected Performance Note'. The main area displays application details for EmpID 1234567, Record 0, and Effective Date 2019-07-16. Below this, there are fields for 'Subject' and 'Note Text'. The 'Subject' field contains 'OHA Correction' and the 'Note Text' field contains 'Corrected OHA row to reflect Dependent and Rental Amount Change.' Both fields are highlighted with red boxes. At the bottom, there is a 'Save' button, also highlighted with a red box. Below the 'Save' button is a link: 'Return to Note Selection Page'.</p>

*Continued on next page*



## Correcting OHA (Inserting a Row), Continued

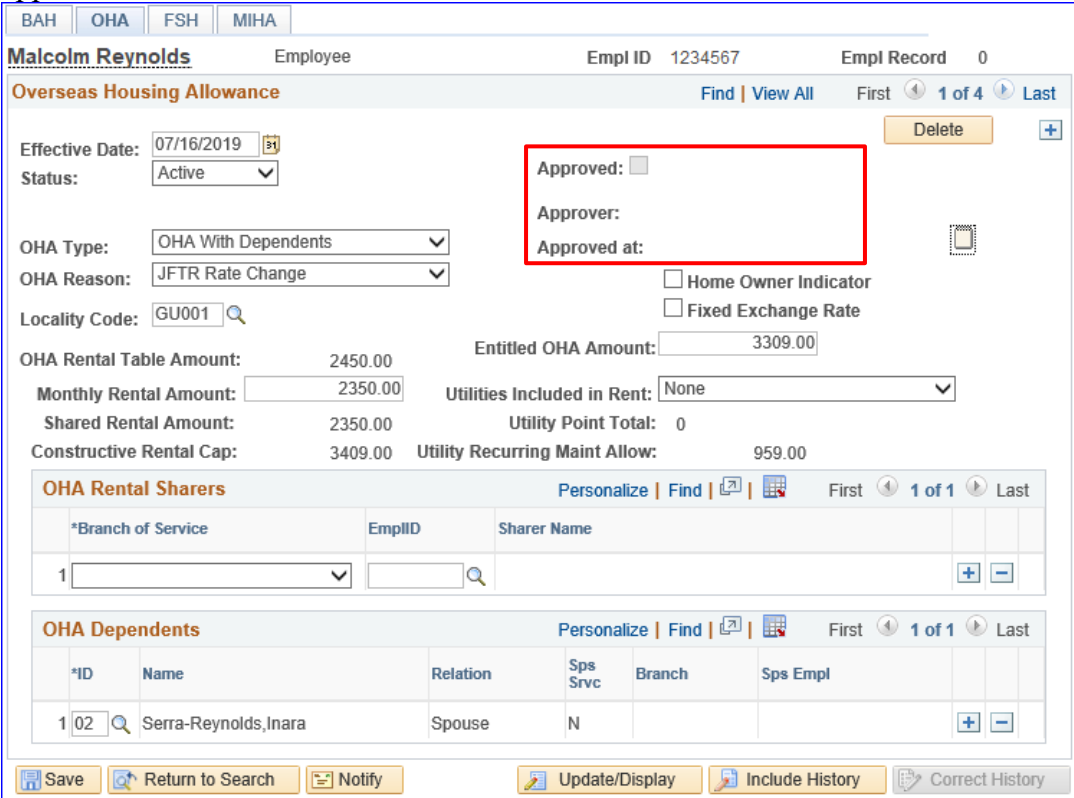
Procedures,  
continued

Step	Action
16	<p>Verify all changes have been made as appropriate. Click <b>Save</b>. The request will be forwarded to the SPO tree for approval. It is important the OHA request be approved <b>immediately</b> so any additional rows may be added/corrected as appropriate and approved (see <a href="#">Corrections and Timing</a> for more information).</p>  <p>The screenshot displays the OHA system interface for employee Malcolm Reynolds (Empl ID 1234567). The 'Overseas Housing Allowance' section is active, showing fields for Effective Date (07/16/2019), Status (Active), OHA Type (OHA With Dependents), OHA Reason (JFTR Rate Change), and Locality Code (GU001). Financial details include OHA Rental Table Amount (2450.00), Monthly Rental Amount (2350.00), Shared Rental Amount (2350.00), and Constructive Rental Cap (3409.00). The Entitled OHA Amount is 3309.00. The interface also includes sections for OHA Rental Sharers and OHA Dependents. The 'Save' button is highlighted with a red box.</p>

*Continued on next page*

## Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

Step	Action
17	<p>Upon saving any corrections to a pre-existing row, the <b>Approver</b> information will no longer be populated. The correction has been forwarded to the SPO tree for approval.</p> 
18	<p>Per <a href="#">Email ALSPO B/19</a>, once the OHA request has been approved, it is important to review the member's Pay Calculation Results to ensure the pay transaction processed correctly. Please see the <a href="#">Pay Calculation Results</a> user guide for more information on navigating, reviewing, and validating pay transactions (see Steps 19-21 to view the Pay Calculation Results for the example used in this section).</p> <p>Remember, if this correction is <b>Out-of-Range</b> (any part of the affected period is older than 24 pay periods or 1 year), all the corrections/changes <b>MUST</b> be reported to <b>PPC Customer Care</b> to be processed manually (see <a href="#">In-Range vs. Out-of-Range</a> for more guidance).</p>

*Continued on next page*

# Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

Step

19

Action

In this example, the member’s OHA was corrected back to October 2018 to reflect OHA with dependents and a new monthly rental amount. Pay Calculation Results indicate the correction in the OHA Element and Retro Adjustments.

Before the Corrections have processed:

Calendar Group Results

Earnings and Deductions

Accumulators

Supporting Elements

Malcolm Reynolds

Employee

Empl ID 1234567

Empl Record 0

Calendar Group ID C119090

201909 On-Cycle AD Mid Month

Calendar Information

Calendar ID CG ACT 2019M09M

Pay Group USCG

Segment Number 1

Version 1

Revision 1

Gross Result Value 3,703.07 USD

Net Result Value 3,195.03 USD

Earnings & Deductions

Element Results

Components

Retro Adjustments

Deduction Arrears

User Fields

Element Type	Element Name	Amount	Description	Instance	Slice Begin Date	Slice End Date	Resolution Details
Earnings	BAS	184.700000	Basic Allow for Subsistence	0	09/01/2019	09/15/2019	Resolution Details
Earnings	BASIC PAY	1603.500000	Basic Pay	0	09/01/2019	09/15/2019	Resolution Details
Earnings	CLOTHING	21.490000	Clothing Allowance	0	09/01/2019	09/15/2019	Resolution Details
Earnings	CSEAPAY	112.500000	Career Sea Pay	0	09/01/2019	09/15/2019	Resolution Details
Earnings	OCONUS COLA	206.250000	OutConus COLA	1	09/01/2019	09/15/2019	Resolution Details
Earnings	OHA	1462.130000	Overseas Housing Allowance	0	09/01/2019	09/15/2019	Resolution Details
Earnings	SDAP	112.500000	Special Duty Assignment Pay	1	09/01/2019	09/15/2019	Resolution Details

After the Corrections have processed:

Element Results

Components

Retro Adjustments

Deduction Arrears

User Fields

Element Type	Element Name	Amount	Description	Instance	Slice Begin Date	Slice End Date	Resolution Details
Earnings	BAS	184.700000	Basic Allow for Subsistence	0	09/01/2019	09/15/2019	Resolution Details
Earnings	BASIC PAY	1603.500000	Basic Pay	0	09/01/2019	09/15/2019	Resolution Details
Earnings	CLOTHING	21.490000	Clothing Allowance	0	09/01/2019	09/15/2019	Resolution Details
Earnings	CSEAPAY	112.500000	Career Sea Pay	0	09/01/2019	09/15/2019	Resolution Details
Earnings	DELTA OHA	0.000000	Retro Delta OHA	0	09/01/2019	09/15/2019	Resolution Details
Earnings	OCONUS COLA	206.250000	OutConus COLA	1	09/01/2019	09/15/2019	Resolution Details
Earnings	OHA	1654.500000	Overseas Housing Allowance	0	09/01/2019	09/15/2019	Resolution Details

Continued on next page

## Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

Step 20

Action

Retro Adjustments indicate a **DELTA OHA** payment in the amount of \$3,989.61. Click the **Adjustment Detail** to view the breakdown of the DELTA OHA payment.

Calendar Group Results

Earnings and Deductions

Accumulators

Supporting Elements

Malcolm Reynolds

Employee

Empl ID 1234567

Empl Record 0

Calendar Group ID C119090

201909 On-Cycle AD Mid Month

Calendar Information

57 of 57

Calendar ID CG ACT 2019M09M

Pay Group USCG

Segment Number 1

Version 1

Revision 1

Gross Result Value 7,885.05 USD

Net Result Value 7,377.01 USD

Earnings & Deductions

1-17 of 17

View 5

Element Results

Components

Retro Adjustments

Deduction Arrears

User Fields

Element Type	Element Name	Amount	Calculation Adjustment	Base Adjustment	Unit Adjustment	Adjustment Detail	Resolution Details
Earnings	BAS	184.700000					Resolution Details
Earnings	BASIC PAY	1603.500000					Resolution Details
Earnings	CLOTHING	21.490000					Resolution Details
Earnings	CSEAPAY	112.500000					Resolution Details
Earnings	DELTA OHA	0.000000	3989.610000			Adjustment Detail	Resolution Details
Earnings	OCONUS COLA	206.250000					Resolution Details
Earnings	OHA	1654.500000					Resolution Details
Earnings	SDAP	112.500000					Resolution Details

*Continued on next page*

# Correcting OHA (Inserting a Row), Continued

Procedures,  
continued

Step

21

Action

Click **View All** to see the retro amounts paid to the member for each pay period since the start of the correction.

Results by Calendar Group

Delta Details

Empl ID1234567

Calendar Group IDC119090

Calendar IDCG ACT 2019M09M

ElementDELTA OHA

Segment Number1

NameMalcolm Reynolds

Empl Record0

Description201909 On-Cycle AD Mid Month

Pay GroupUSCG

DescriptionRetro Delta OHA

Instance0

Delta Details

1-1 of 22

View All

Source Calendar ID	Period ID	Source Element	Segment Number	Currency	Amount Delta	Base Delta	Unit Delta
CG ACT 2018M10E	A18M10PRD2	OHA	1	USD	187.500000	0.000000	0.000000

Return

Delta Details

1-22 of 22

View 1

Source Calendar ID	Period ID	Source Element	Segment Number	Currency	Amount Delta	Base Delta	Unit Delta
CG ACT 2018M10E	A18M10PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2018M10M	A18M10PRD1	OHA	1	USD	37.500000	0.000000	0.000000
CG ACT 2018M11E	A18M11PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2018M11M	A18M11PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2018M12E	A18M12PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2018M12M	A18M12PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M01E	A19M01PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M01M	A19M01PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M02E	A19M02PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M02M	A19M02PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M03E	A19M03PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M03M	A19M03PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M04E	A19M04PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M04M	A19M04PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M05E	A19M05PRD2	OHA	1	USD	187.500000	0.000000	0.000000

Return

## Correcting OHA (Deleting a Row)

---

**Introduction** This section provides the procedures for a SPO to correct a member's Overseas Housing Allowance (OHA) by deleting and re-entering an OHA row in Direct Access (DA).

---

**Corrections and Timing** While some OHA fields are editable and allow corrective action, if any dates require correction, the incorrect row must be deleted. The deletion must be approved immediately and a new OHA row entered with the correct dates and entitlements. The new row needs to be approved immediately as well.

**THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.**

First, **delete** the OHA row(s) from **newest to oldest**:

1. Delete the NEWEST incorrect OHA row.
2. Approve the deletion.
3. Repeat steps 1 and 2 until the entire affected period is deleted.

Then, **add** OHA row(s), from **oldest to newest**.

1. Add the oldest OHA row with the correct information.
2. Approve the addition.
3. Repeat steps 1 & 2 until the entire period is added.

**It is important to take [screenshots](#) of the member's OHA row(s) before and after any corrections/deletions.** This is especially important if the correction is Out-of-Range. These screenshots are required to be attached to the PPC Trouble Ticket.

---

**In-Range vs. Out-of-Range** If the correction is In-Range (the entire affected period is within 24 pay periods or 1 year): follow the steps in this guide and all corrections should be processed automatically without manual intervention by PPC.

If the correction is Out-of-Range (any part of the affected period is older than 24 pay periods or 1 year): follow the steps in this guide. Once all corrections/changes have been approved, all the corrections/changes **MUST** be reported to PPC Customer Care to be processed manually.

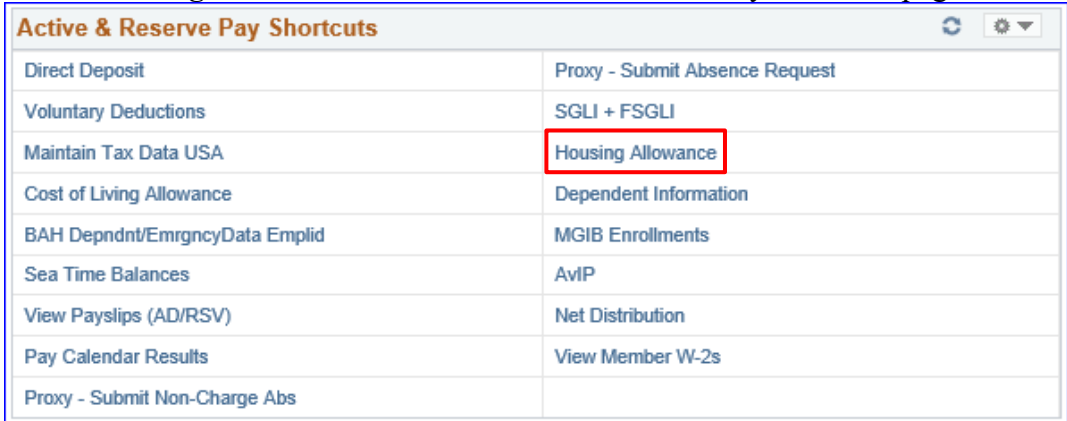
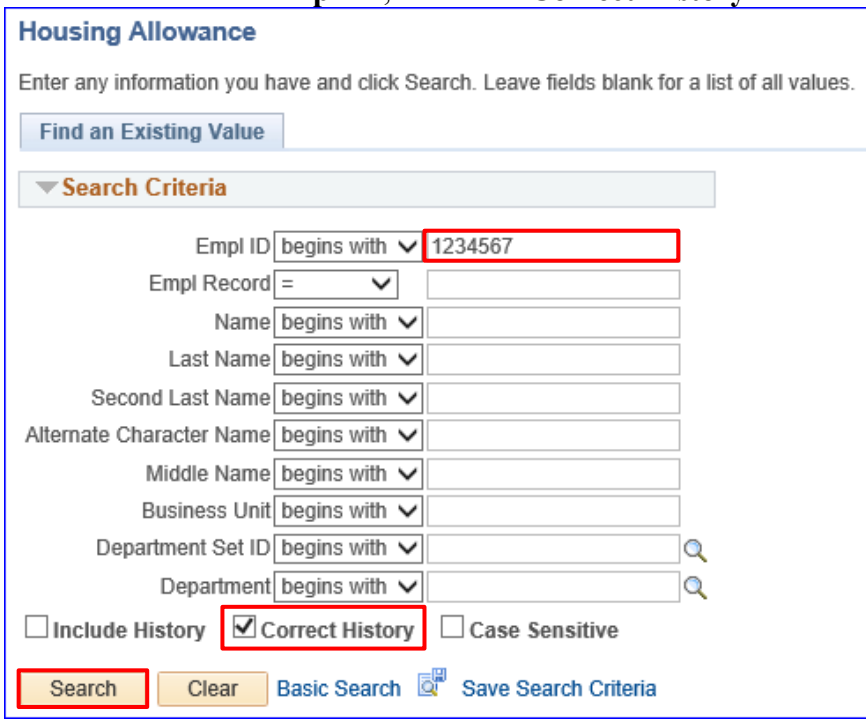
For guidance on how to take and attach screenshots (required) when submitting a Customer Care ticket, see the [Submitting Trouble Tickets with Supporting Images](#) user guide.

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*Continued on next page*

## Correcting OHA (Deleting a Row), Continued

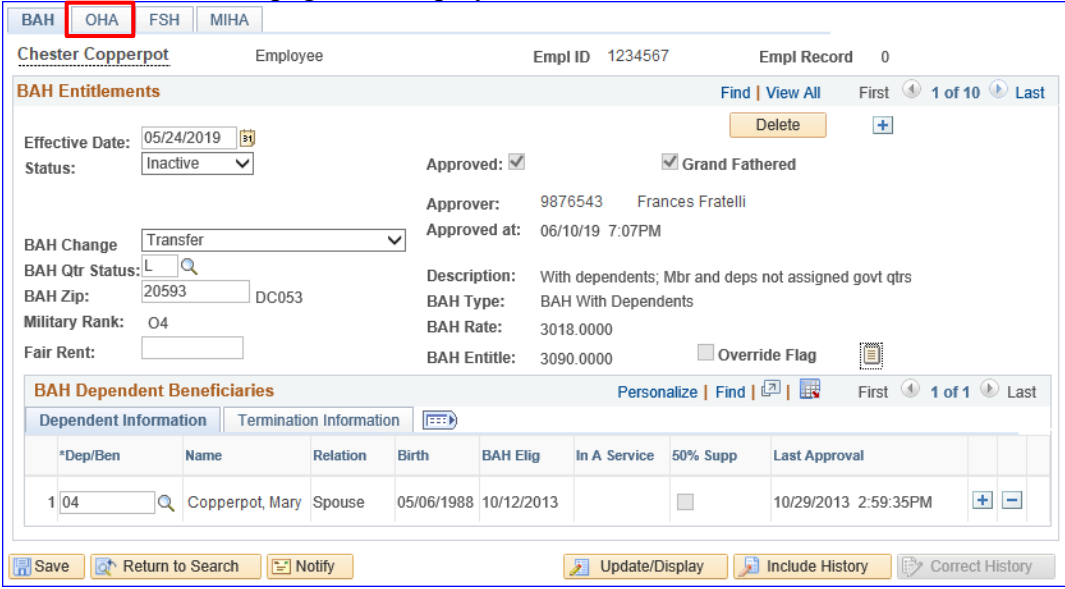
Procedures See below.

Step	Action
1	<p>Select <b>Housing Allowance</b> from the Active &amp; Reserve Pay Shortcuts pagelet.</p> 
2	<p>Enter the member's <b>Empl ID</b>, check the <b>Correct History</b> box and click <b>Search</b>.</p> 

*Continued on next page*

## Correcting OHA (Deleting a Row), Continued

Procedures,  
continued

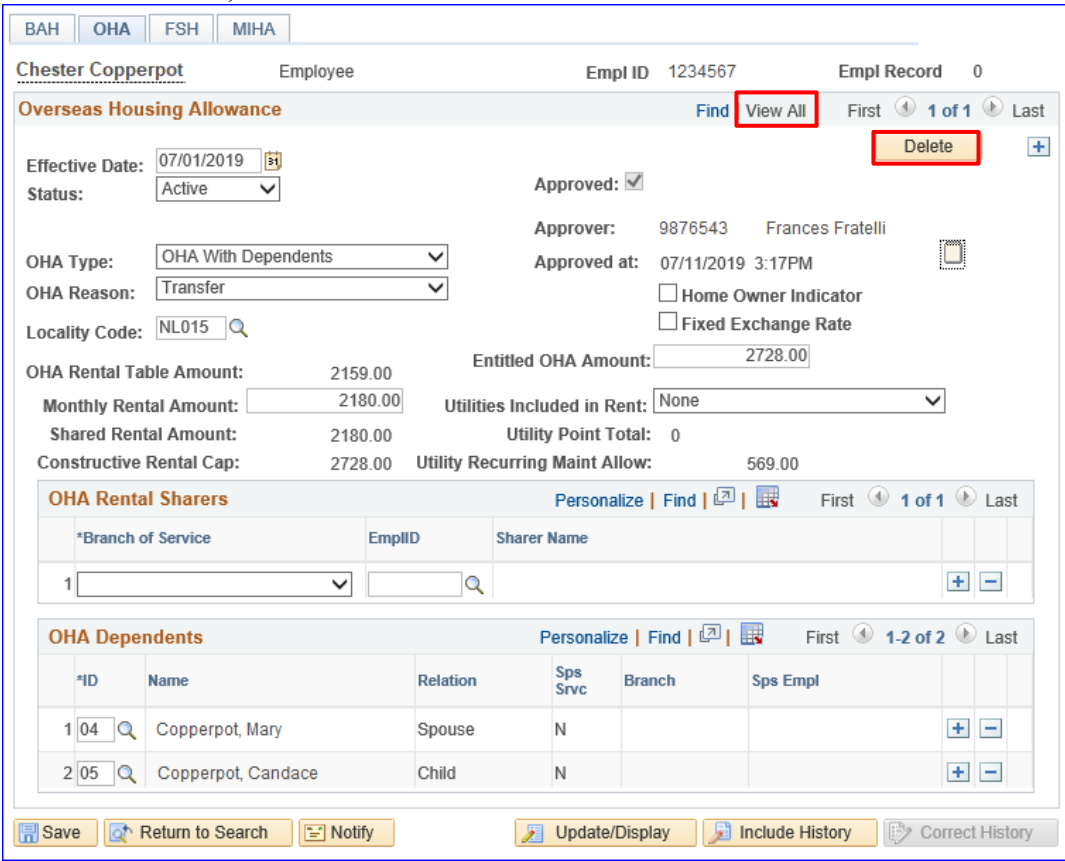
Step	Action
3	<p>The member's BAH page will display. Click the <b>OHA</b> tab.</p> 

*Continued on next page*



## Correcting OHA (Deleting a Row), Continued

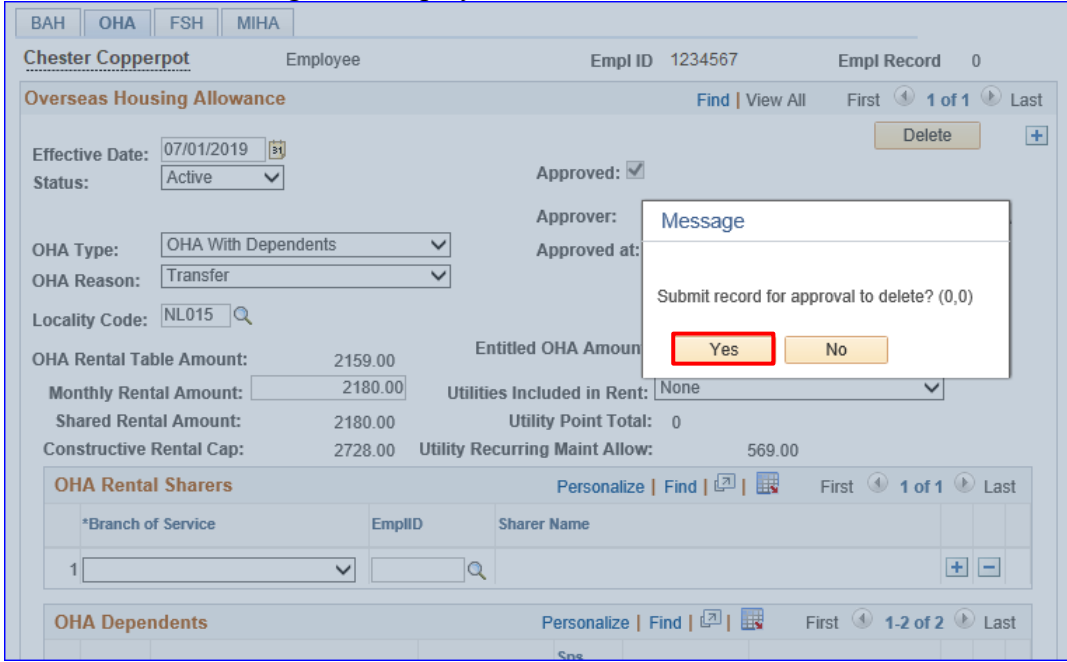
Procedures,  
continued

Step	Action
4	<p>The member's current OHA row will display. If the member has more than one OHA row, click <b>View All</b> to display all of the rows.</p> <p>In this example, the member's OHA was erroneously started on 07/01/2019. The Effective Date should be 07/07/2019. Because the effective date is incorrect, this row will need to be deleted and re-entered with the correct date.</p> <p>If multiple rows need to be deleted, follow the instructions outlined in the <a href="#">Corrections and Timing</a> section of this guide.</p> <p><b>IMPORTANT:</b> It is important to take <a href="#">screenshots</a> of the member's OHA row(s) before and after any corrections/deletions. This is especially important if the correction is Out-of-Range. The screenshots are required to be attached to the PPC Trouble Ticket.</p> <p>To delete the row, click <b>Delete</b>.</p> 

*Continued on next page*

# Correcting OHA (Deleting a Row), Continued

Procedures,  
continued

Step	Action
5	<p>A confirmation message will display. Click Yes.</p> 

*Continued on next page*

## Correcting OHA (Deleting a Row), Continued

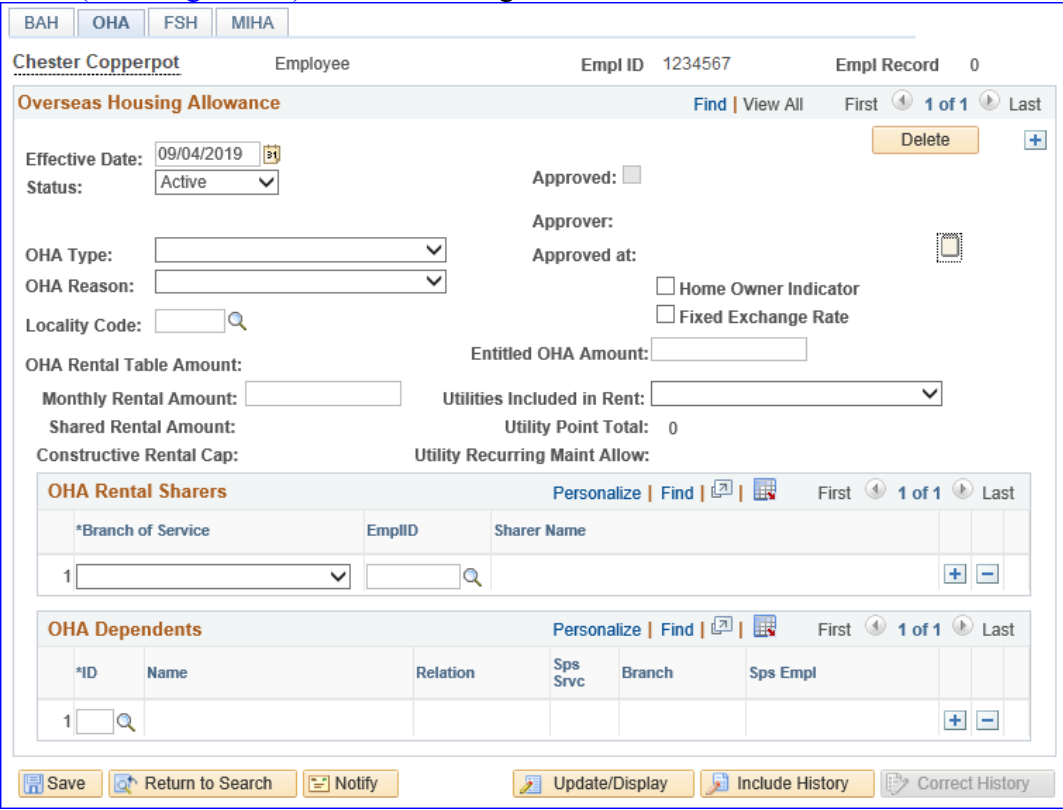
Procedures,  
continued

Step	Action																								
6	<p>The Delete Request has been forwarded to the SPO tree for approval. The OHA row will continue to display until the deletion is approved. Notify the SPO Auditor the Delete Request is awaiting approval.</p> <p><b>Remember:</b> When working a correction that requires deleting and/or inserting rows, the corrections should be processed within 10 minutes of each other to prevent erroneous over/under payments to the member.</p> <div> <div>BAH   OHA   FSH   MIHA</div> <div> <div>Chester Copperpot Employee Empl ID 1234567 Empl Record 0</div> <div>Overseas Housing Allowance Find   View All First 1 of 1 Last</div> <div> <div>Effective Date: 07/01/2019</div> <div>Status: Active</div> <div>OHA Type: OHA With Dependents</div> <div>OHA Reason: Transfer</div> <div>Locality Code: NL015</div> </div> <div> <div>Approved: <input checked="" type="checkbox"/></div> <div>Approver: 9876543 Frances Fratelli</div> <div>Approved at: 07/11/2019 3:17PM</div> <div> <input type="checkbox"/> Home Owner Indicator  <input type="checkbox"/> Fixed Exchange Rate </div> </div> <div> <div>OHA Rental Table Amount: 2159.00</div> <div>Monthly Rental Amount: 2180.00</div> <div>Shared Rental Amount: 2180.00</div> <div>Constructive Rental Cap: 2728.00</div> </div> <div> <div>Entitled OHA Amount: 2728.00</div> <div>Utilities Included in Rent: None</div> <div>Utility Point Total: 0</div> <div>Utility Recurring Maint Allow: 569.00</div> </div> <div> <div>OHA Rental Sharers Personalize   Find   First 1 of 1 Last</div> <table border="1"> <thead> <tr> <th>*Branch of Service</th> <th>EmplID</th> <th>Sharer Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> </tbody> </table> </div> <div> <div>OHA Dependents Personalize   Find   First 1-2 of 2 Last</div> <table border="1"> <thead> <tr> <th>*ID</th> <th>Name</th> <th>Relation</th> <th>Sps Svc</th> <th>Branch</th> <th>Sps Empl</th> </tr> </thead> <tbody> <tr> <td>1 04</td> <td>Copperpot, Mary</td> <td>Spouse</td> <td>N</td> <td></td> <td></td> </tr> <tr> <td>2 05</td> <td>Copperpot, Candace</td> <td>Child</td> <td>N</td> <td></td> <td></td> </tr> </tbody> </table> </div> <div> <div>Save Return to Search Notify Update/Display Include History Correct History</div> </div> </div> </div>	*Branch of Service	EmplID	Sharer Name	1			*ID	Name	Relation	Sps Svc	Branch	Sps Empl	1 04	Copperpot, Mary	Spouse	N			2 05	Copperpot, Candace	Child	N		
*Branch of Service	EmplID	Sharer Name																							
1																									
*ID	Name	Relation	Sps Svc	Branch	Sps Empl																				
1 04	Copperpot, Mary	Spouse	N																						
2 05	Copperpot, Candace	Child	N																						

*Continued on next page*

## Correcting OHA (Deleting a Row), Continued

Procedures,  
continued

Step	Action
7	<p>Once the Delete Request has been approved, return to the member's OHA page (follow Steps 1-4). In this example, the member only had the one OHA row which was deleted, therefore the member no longer has a current OHA row.</p> <p>If the correction requires an OHA row to be inserted, please see the <a href="#">Correcting OHA (Inserting a Row)</a> section of this guide.</p> 

*Continued on next page*

# Correcting OHA (Deleting a Row), Continued

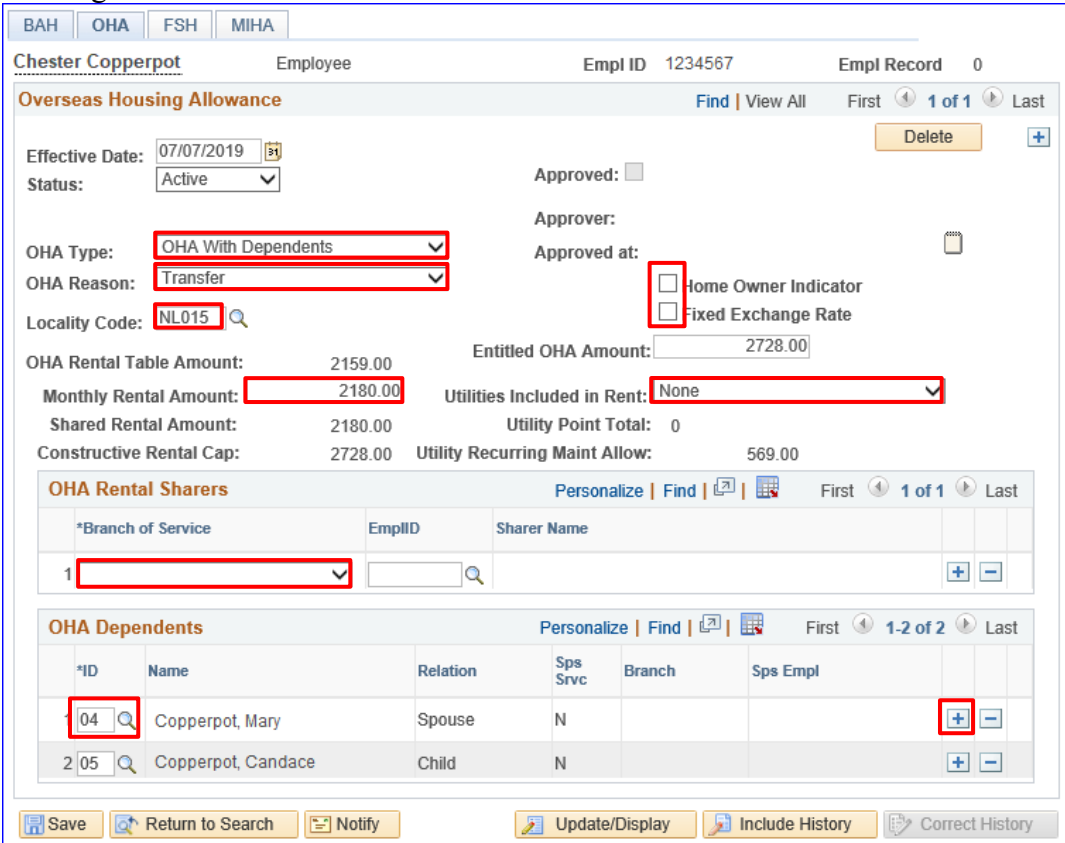
Procedures,  
continued

Step	Action
8	<p>Enter the correct <b>Effective Date</b> and ensure the <b>Status</b> indicates Active.</p>  <p>The screenshot shows the 'Overseas Housing Allowance' form for employee Chester Copperpot (Empl ID 1234567). The 'Effective Date' is set to 07/07/2019 and the 'Status' is set to Active, both of which are highlighted with a red box. The form includes various input fields for OHA details, a table for OHA Rental Sharers, and a table for OHA Dependents. At the bottom, there are buttons for Save, Return to Search, Notify, Update/Display, Include History, and Correct History.</p>

*Continued on next page*

## Correcting OHA (Deleting a Row), Continued

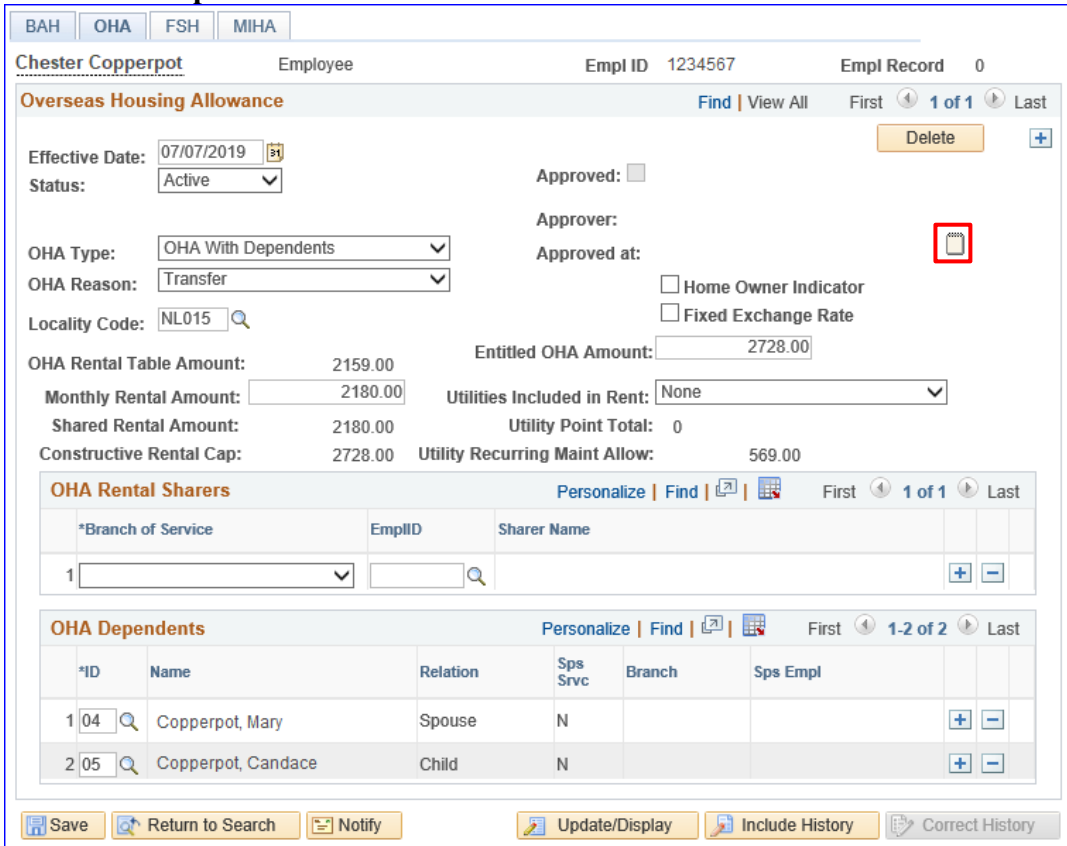
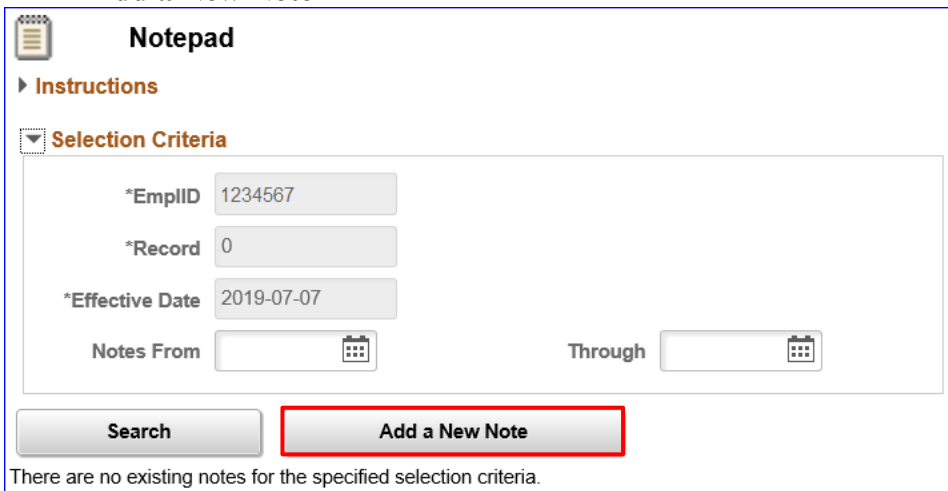
Procedures,  
continued

Step	Action
9	<p>Using the screenshot of the deleted row, complete the following fields:</p> <ul style="list-style-type: none"> <li>• Using the drop-down, select the appropriate <b>OHA Type</b>.</li> <li>• Using the drop-down, select the appropriate <b>OHA Reason</b>.</li> <li>• Enter the <b>Locality Code</b> or use the lookup.</li> <li>• Enter the <b>Monthly Rental Amount</b>.</li> <li>• Check the <b>Home Owner Indicator</b> box or <b>Fixed Exchange Rate</b> as necessary.</li> <li>• Using the drop-down, select the appropriate <b>Utilities Included in Rent</b>.</li> <li>• Enter any <b>OHA Rental Sharers</b> if the member is sharing the monthly rental expenses with another person.</li> <li>• Enter any <b>OHA Dependents</b> if the member has BAH eligible dependents residing with them at the rental location.</li> </ul> <p><b>Note:</b> Refer to the <a href="#">Starting Overseas Housing Allowance</a> for more information on entering OHA data.</p>  <p>The screenshot displays the 'Overseas Housing Allowance' form for employee Chester Copperpot (Empl ID 1234567). The form includes sections for OHA Type, Reason, Locality Code, Amounts, and Dependents. Red boxes highlight the following fields: OHA Type (OHA With Dependents), OHA Reason (Transfer), Locality Code (NL015), Monthly Rental Amount (2180.00), Utilities Included in Rent (None), and the '04' ID in the OHA Dependents table. The OHA Dependents table shows two rows: 04 Copperpot, Mary (Spouse) and 05 Copperpot, Candace (Child). The OHA Rental Sharers table shows one row with a red box around the dropdown menu.</p>

Continued on next page

# Correcting OHA (Deleting a Row), Continued

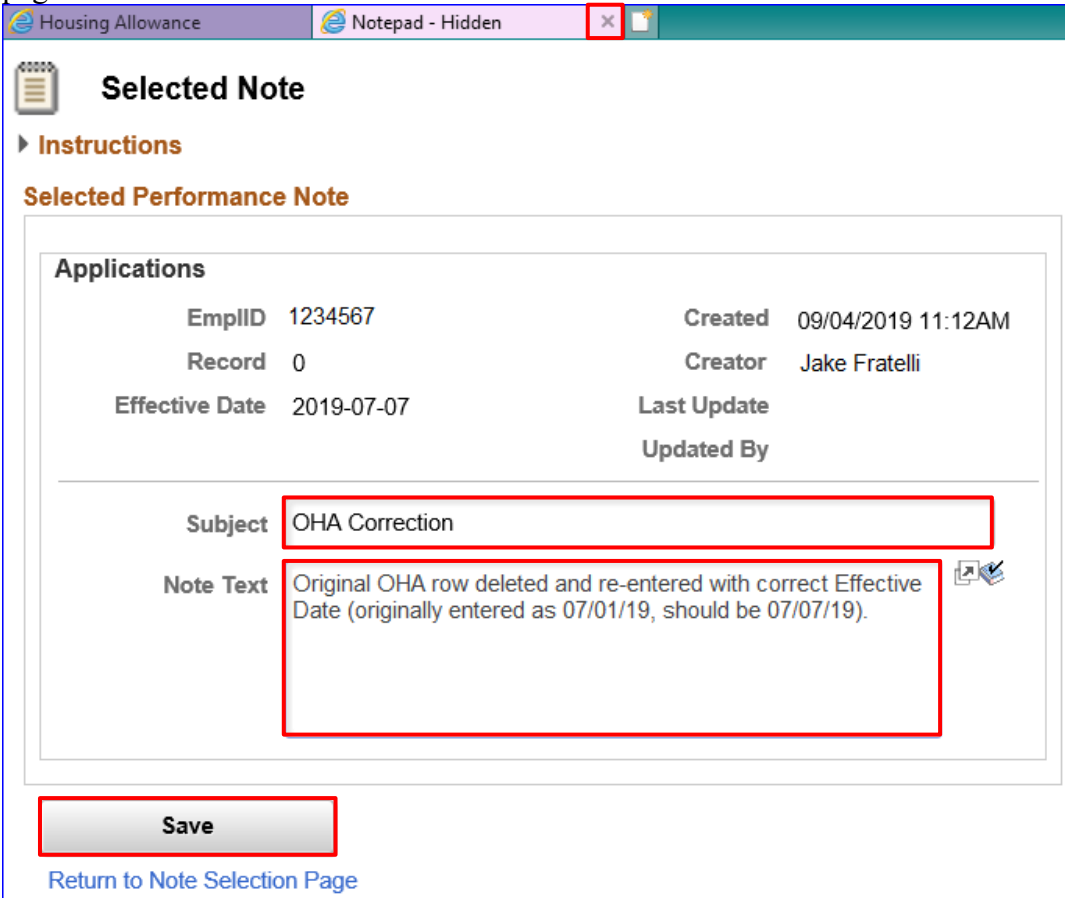
Procedures,  
continued

Step	Action
10	<p>Click the <b>Notepad</b> icon.</p> 
11	<p>Select <b>Add a New Note</b>.</p>  <p>There are no existing notes for the specified selection criteria.</p>

*Continued on next page*

## Correcting OHA (Deleting a Row), Continued

Procedures,  
continued

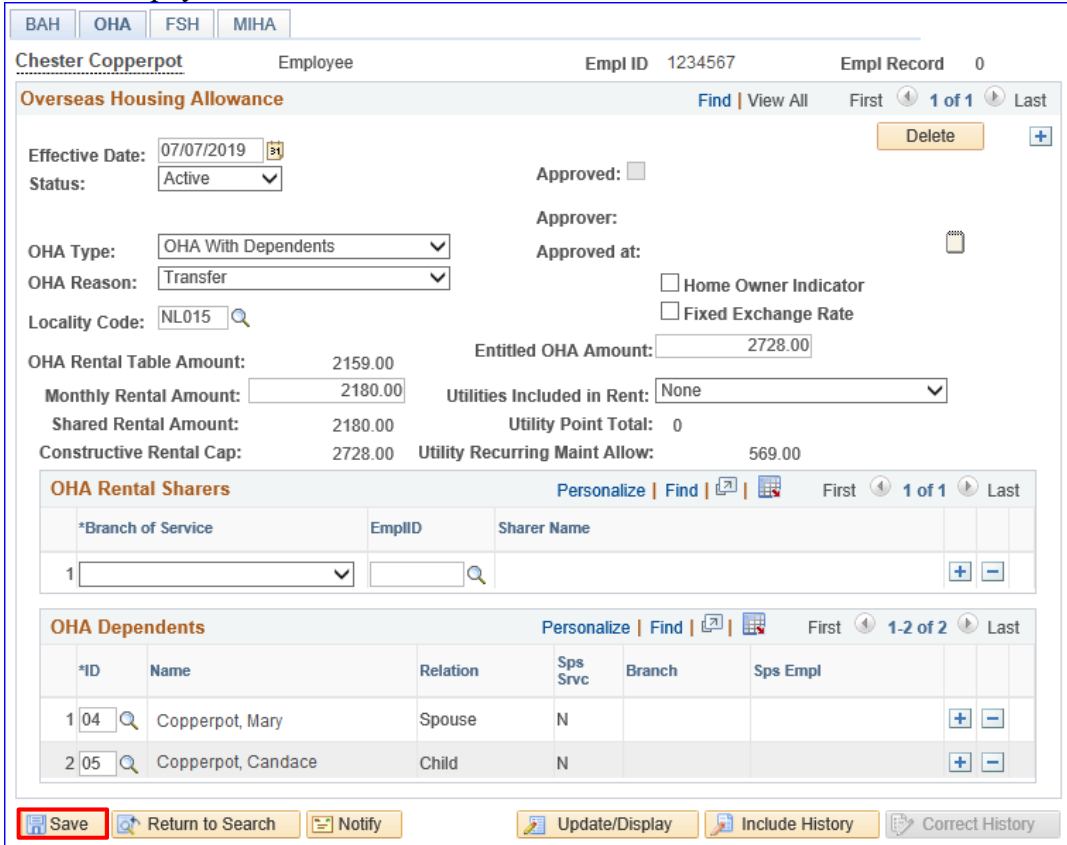
Step	Action
12	<p>Enter a <b>Subject</b> and <b>Note Text</b> describing the reason for the OHA correction. Click <b>Save</b>. Upon saving, 'X' out of the window to return to the member's OHA page.</p> 

*Continued on next page*



# Correcting OHA (Deleting a Row), Continued

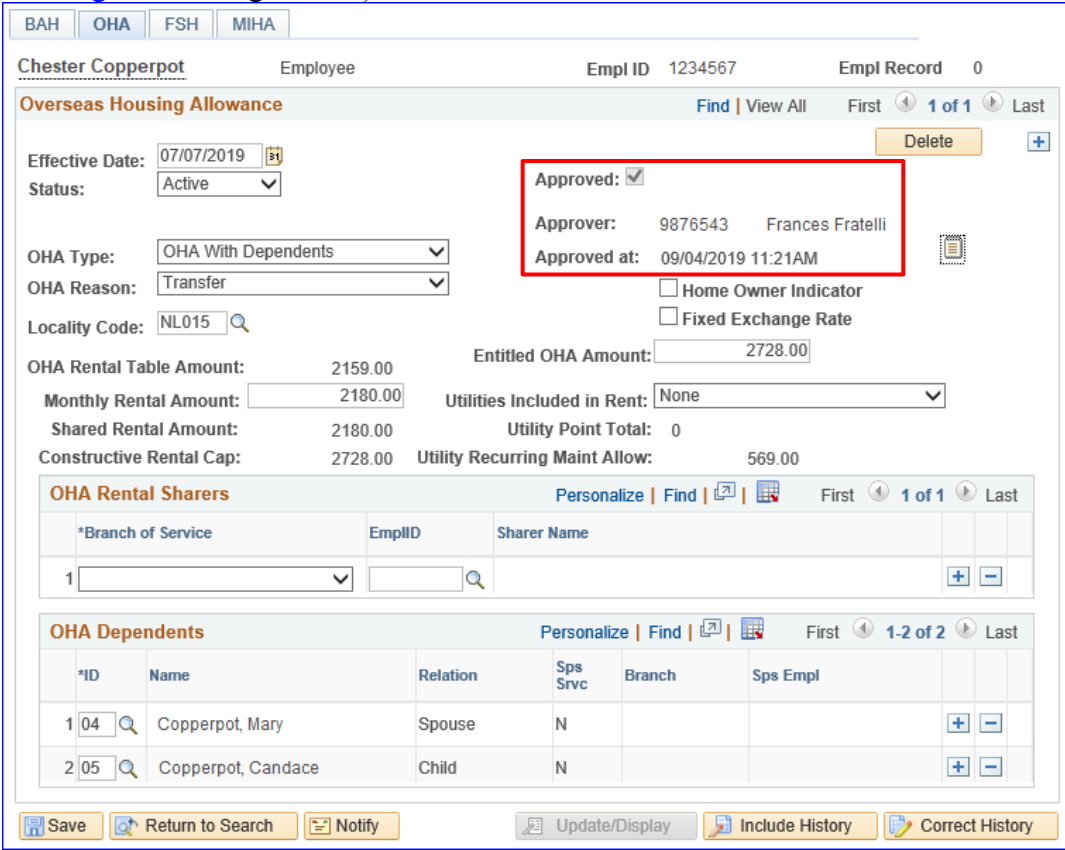
Procedures,  
continued

Step	Action
13	<p>Click <b>Save</b>. The request will be forwarded to the SPO tree for approval. It is important the OHA request be approved <b>immediately</b> to prevent an erroneous over/under payment to the member.</p>  <p>The screenshot displays the 'Overseas Housing Allowance' form for employee Chester Copperpot (Empl ID 1234567). The form includes tabs for BAH, OHA, FSH, and MIHA. Key fields include: Effective Date (07/07/2019), Status (Active), OHA Type (OHA With Dependents), OHA Reason (Transfer), Locality Code (NL015), OHA Rental Table Amount (2159.00), Monthly Rental Amount (2180.00), Shared Rental Amount (2180.00), Constructive Rental Cap (2728.00), Entitled OHA Amount (2728.00), Utilities Included in Rent (None), Utility Point Total (0), and Utility Recurring Maint Allow (569.00). There are also sections for OHA Rental Sharers and OHA Dependents. The 'Save' button is highlighted with a red box.</p>

*Continued on next page*

## Correcting OHA (Deleting a Row), Continued

Procedures,  
continued

Step	Action
14	<p>Per <a href="#">Email ALSPO B/19</a>, once the OHA request has been approved, it is important to review the member's Pay Calculation Results to ensure the pay transaction processed correctly. Please see the <a href="#">Pay Calculation Results</a> user guide for more information on navigating, reviewing, and validating pay transactions (see Steps 15-17 to view the Pay Calculation Results for the example used in this section).</p> <p>Remember, if this correction is <b>Out-of-Range</b> (any part of the affected period is older than 24 pay periods or 1 year), all the corrections/changes <b>MUST</b> be reported to <b>PPC Customer Care</b> to be processed manually (see <a href="#">In-Range vs. Out-of-Range</a> for more guidance).</p> 

*Continued on next page*

## Correcting OHA (Deleting a Row), Continued

Procedures,  
continued

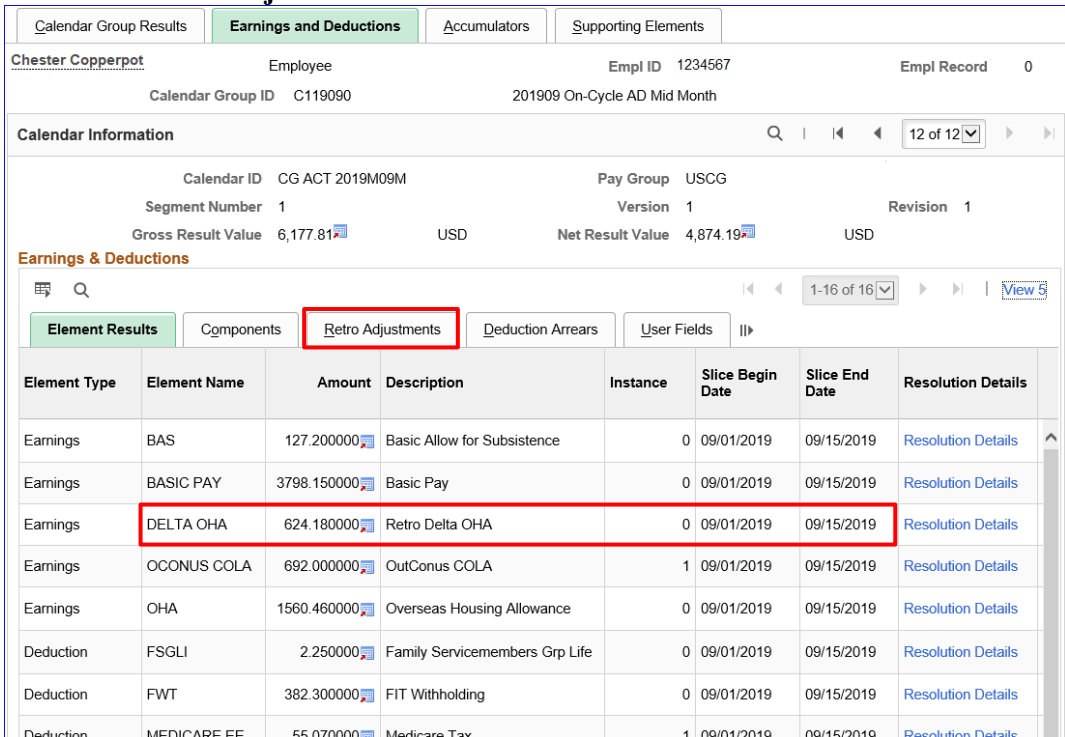
Step

15

Action

In this example, the member’s OHA was corrected to reflect the correct Effective Date of 07/07/2019 vice 07/01/2019. Because the correction effected a previous pay calendar, the Pay Calculation Results indicate the correction in Retro Adjustments (see the DELTA OHA Element).

Select the **Retro Adjustments** tab.



The screenshot displays the 'Earnings and Deductions' section for employee Chester Copperpot. The 'Retro Adjustments' tab is selected. The table below shows the details of the adjustments.

Element Type	Element Name	Amount	Description	Instance	Slice Begin Date	Slice End Date	Resolution Details
Earnings	BAS	127.200000	Basic Allow for Subsistence	0	09/01/2019	09/15/2019	<a href="#">Resolution Details</a>
Earnings	BASIC PAY	3798.150000	Basic Pay	0	09/01/2019	09/15/2019	<a href="#">Resolution Details</a>
Earnings	DELTA OHA	624.180000	Retro Delta OHA	0	09/01/2019	09/15/2019	<a href="#">Resolution Details</a>
Earnings	OCONUS COLA	692.000000	OutConus COLA	1	09/01/2019	09/15/2019	<a href="#">Resolution Details</a>
Earnings	OHA	1560.460000	Overseas Housing Allowance	0	09/01/2019	09/15/2019	<a href="#">Resolution Details</a>
Deduction	FSGLI	2.250000	Family Servicemembers Grp Life	0	09/01/2019	09/15/2019	<a href="#">Resolution Details</a>
Deduction	FWT	382.300000	FIT Withholding	0	09/01/2019	09/15/2019	<a href="#">Resolution Details</a>
Deduction	MEDICARE EE	55.070000	Medicare Tax	1	09/01/2019	09/15/2019	<a href="#">Resolution Details</a>

*Continued on next page*

# Correcting OHA (Deleting a Row), Continued

Procedures,  
continued

Step

16

Action

Retro Adjustments indicate a **DELTA OHA** overpayment in the amount of \$624.18. Click **Adjustment Detail** to view the details of the overpayment.

Calendar Group Results

Earnings and Deductions

Accumulators

Supporting Elements

Chester Copperpot

Employee

Empl ID 1234567

Empl Record

Calendar Group ID C119090

201909 On-Cycle AD Mid Month

Calendar Information

12 of 12

Calendar ID CG ACT 2019M09M

Pay Group USCG

Segment Number 1

Version 1

Revision 1

Gross Result Value 6,177.81 USD

Net Result Value 4,874.19 USD

Earnings & Deductions

1-16 of 16

View 5

Element Results

Components

Retro Adjustments

Deduction Arrears

User Fields

Element Type	Element Name	Amount	Calculation Adjustment	Base Adjustment	Unit Adjustment	Adjustment Detail	Resolution Details
Earnings	BAS	127.200000					Resolution Details
Earnings	BASIC PAY	3798.150000					Resolution Details
Earnings	DELTA OHA	624.180000	-624.180000			Adjustment Detail	Resolution Details
Earnings	OCONUS COLA	692.000000					Resolution Details
Earnings	OHA	1560.460000					Resolution Details
Deduction	FSGLI	2.250000					Resolution Details
Deduction	FWT	382.300000					Resolution Details
Deduction	MEDICARE EE	55.070000					Resolution Details

17

The Delta Details show the overpayment of \$624.18 applied to the July 2019 mid-month pay calendar.

Results by Calendar Group

Delta Details

Empl ID 1234567

Name Chester Copperpot

Empl Record 0

Description 201909 On-Cycle AD Mid Month

Calendar Group ID C119090

Pay Group USCG

Calendar ID CG ACT 2019M09M

Description Retro Delta OHA

Element DELTA OHA

Instance 0

Segment Number 1

Delta Details

1-1 of 1

View All

Source Calendar ID	Period ID	Source Element	Segment Number	Currency	Amount Delta	Base Delta	Unit Delta
CG ACT 2019M07M	A19M07PRD1	OHA	1	USD	-624.180000	0.000000	0.000000

Return

## Approving an OHA Correction

---

<b>Introduction</b>	This section provides the procedures for a SPO to approve an Overseas Housing Allowance (OHA) request in Direct Access (DA).
<b>In-Range vs. Out-of-Range</b>	<p>If the correction is In-Range (the entire affected period is within 24 pay periods or 1 year): follow the steps in this guide and all corrections should be processed automatically without manual intervention by PPC.</p> <p>If the correction is Out-of-Range (any part of the affected period is older than 24 pay periods or 1 year): follow the steps in this guide. Once all corrections/changes have been approved, all the corrections/changes <b>MUST</b> be reported to PPC Customer Care to be processed manually.</p> <p>For guidance on how to take and attach screenshots (required) when submitting a Customer Care ticket, see the <a href="#">Submitting Trouble Tickets with Supporting Images</a> user guide.</p>
<b>Corrections and Timing</b>	<p>While some OHA fields are editable and allow corrective action, if any dates require correction, the incorrect row must be deleted. The deletion must be approved immediately and a new OHA row entered with the correct dates and entitlements. The new row needs to be approved immediately as well.</p> <p><b>THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.</b></p> <p>First, <b>delete</b> the OHA row(s) from <b>newest to oldest</b>:</p> <ol style="list-style-type: none"> <li>1. Delete the NEWEST incorrect OHA row.</li> <li>2. Approve the deletion.</li> <li>3. Repeat steps 1 and 2 until the entire affected period is deleted.</li> </ol> <p>Then, <b>add</b> OHA row(s), from <b>oldest to newest</b>.</p> <ol style="list-style-type: none"> <li>1. Add the oldest OHA row with the correct information.</li> <li>2. Approve the addition.</li> <li>3. Repeat steps 1 &amp; 2 until the entire period is added.</li> </ol> <p><b>It is important to take <a href="#">screenshots</a> of the member's OHA row(s) before and after any corrections/deletions.</b> This is especially important if the correction is Out-of-Range. These screenshots are required to be attached to the PPC Trouble Ticket.</p>

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## Approving an OHA Correction, Continued

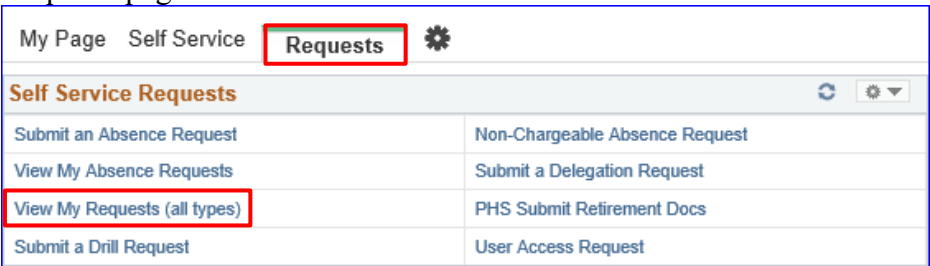
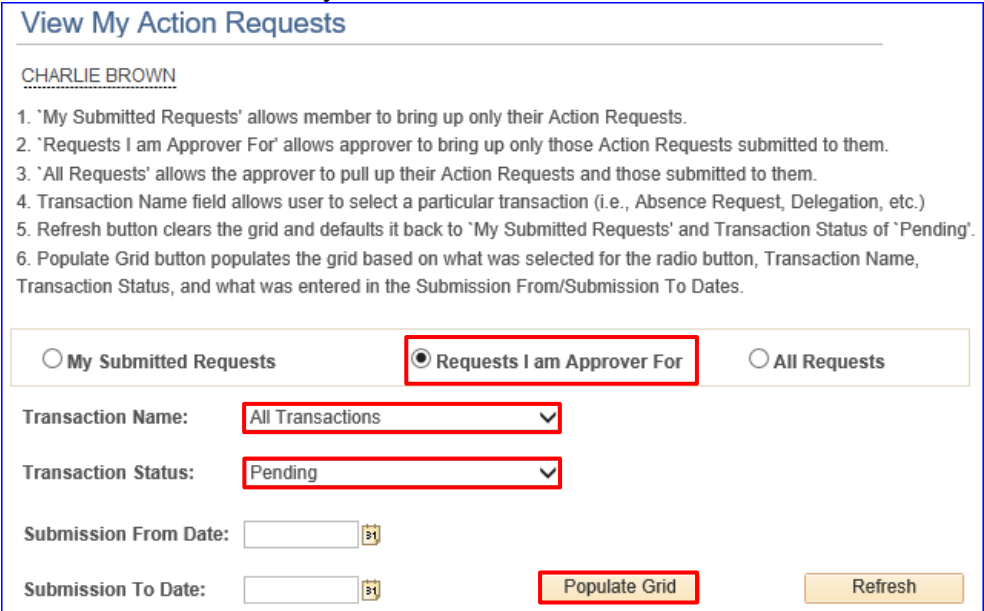
### Auditing Standards

[Email ALSPO B/19](#) implemented a standard business process for submitting and validating pay transactions entered by Servicing Personnel Offices (SPOs). See the following user guides for navigating, identifying, and researching pay transactions:

- [Pay Calculation Results](#)
- [One Time Positive Input \(OTPI\)](#)
- [Element Assignment by Payee \(EABP\)](#)

### Procedures


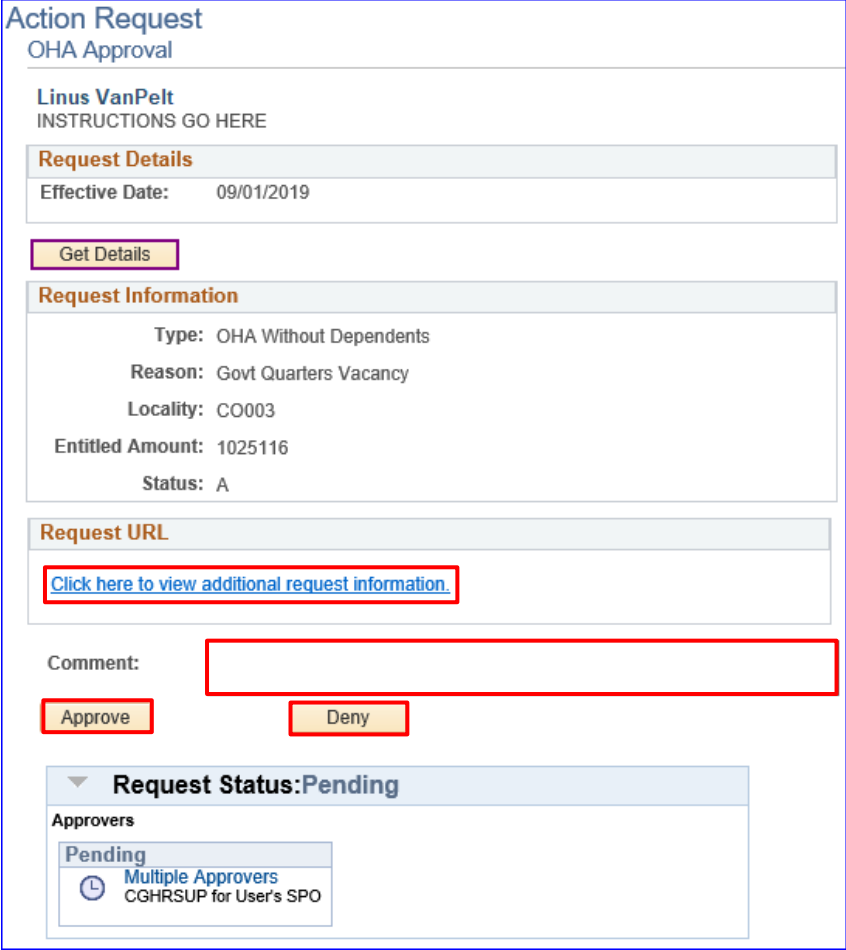
See below.

Step	Action
1	<p>Under the Requests tab, select <b>View My Requests (all types)</b> from the Self Service Requests pagelet.</p> 
2	<p>Select the <b>Requests I am Approver For</b> radio button. Using the drop-down, change the <b>Transaction Name</b> to OHA Approval or leave as All Transactions. Leave the <b>Transaction Status</b> as Pending and click <b>Populate Grid</b>.</p> <p><b>Note:</b> To narrow the search results, a <b>Submission From Date</b> and/or a <b>Submission To Date</b> may be entered.</p> 

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## Approving an OHA Correction, Continued

Procedures,  
continued

Step	Action
3	<p>Locate the OHA request to be approved and click <b>Approve/Deny</b>.</p> 
4	<p>The request will display. Select the “<b>Click here to view additional request information</b>” link to view the details of the OHA request.</p> <p>Enter any <b>comments</b> as needed (required if denying the request), and click <b>Approve</b> or <b>Deny</b> as appropriate.</p> 

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## Approving an OHA Correction, Continued

Procedures,  
continued

Step	Action
5	<p>The <b>Request Status</b> will be updated based on the selection made in Step 4.</p> <div data-bbox="319 465 1327 1518"> <p><b>Action Request</b></p> <p>OHA Approval</p> <p><b>Linus VanPelt</b> INSTRUCTIONS GO HERE</p> <p><b>Request Details</b></p> <p>Effective Date: 09/01/2019</p> <p>Get Details</p> <p><b>Request Information</b></p> <p>Type: OHA Without Dependents Reason: Govt Quarters Vacancy Locality: CO003 Entitled Amount: 1025116 Status: A</p> <p><b>Request URL</b></p> <p><a href="#">Click here to view additional request information.</a></p> <p>Comment: <input type="text"/></p> <p>Approve Deny</p> <p><b>Request Status: Approved</b></p> <p>Approvers</p> <p><b>Approved</b></p> <p>✓ Charlie Brown CGHRSUP for User's SPO 08/19/19 - 11:30 AM</p> </div>
6	<p>Per <a href="#">Email ALSPO B/19</a>, once the OHA request has been approved, it is important to review the member's Pay Calculation Results to ensure the pay transaction processed correctly. Please see the <a href="#">Pay Calculation Results</a> user guide for more information on navigating, reviewing, and validating pay transactions.</p> <p>Remember, if this correction is <b>Out-of-Range</b> (any part of the affected period is older than 24 pay periods or 1 year), all the corrections/changes <b>MUST</b> be reported to <b>PPC Customer Care</b> to be processed manually (see <a href="#">In-Range vs. Out-of-Range</a> for more guidance).</p>